PLANNING HOUSING AND SUPPORT SERVICES FOR SENIORS

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The information contained in this publication represents current research results available to CMHC, and has been reviewed by a wide spectrum of people in the housing industry. The Corporation, however, assumes no liability for any damage, injury, or expense that may be incurred or suffered as a result of using this publication.

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FOREWORD

BACKGROUND

In 1991, Canada Mortgage and Housing Corporation (CMHC) published *Maintaining Seniors' Independence in Rural Areas: A Guide to Planning for Housing and Support Services.* It was intended to assist rural communities in determining seniors' needs and preferences for housing and support services, and to identify options for meeting them. The publication was based on the results of a study carried out for CMHC's Research Division by Dr. Gerald Hodge and Dr. Gloria Gutman of the Gerontology Research Centre at Simon Fraser University.

Soon after the publication's release, it became evident that it was being used widely across Canada in both rural and urban communities, by people representing a variety of disciplines in the public, non-profit and private sectors. The feedback these users have provided over the past seven years has resulted in a number of improvements to this new edition.

These include modifying the major survey instruments; developing a new section on ways of selecting sample surveys; replacing the section that deals with population data; and complementing the manual tally book with a computerized tallying program. In addition, the focus of the guide has changed to include discussions and considerations that reflect the needs of users in urban as well as rural areas.

ACKNOWLEDGMENTS

Many people across Canada provided invaluable advice and feedback during the refinement of this publication. CMHC appreciates all comments, in particular those from organizations representing senior citizens, non-profit housing corporations, housing agencies, support service agencies, municipalities, researchers and private consultants who participated in pilot-testing the survey instruments included in this publication.

Luis Rodriguez of CMHC's Research Division directed the preparation of this publication.

COMPUTERIZED VERSION

A computerized version of this guide is available from CMHC under the title SENIORS. It comprises a set of instructions; a set of survey instruments; and a set of analytical routines to facilitate analyses and planning, as well as routines to facilitate reporting. Other features include the ability to export data for transfer to a regional centre for aggregation with data from other community studies, and the ability to combine data at a regional level. SENIORS also contains a built-in population file by age group and sex that is customized for specific communities across Canada.

If you are planning to do a study in a community anywhere in Canada and wish to use the computerized version of this guide, please contact CMHC's Canadian Housing Information Centre. If you can't visit the Centre, telephone, write or send a fax.

Telephone: 613 748-2367
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PART A
INTRODUCTION

Part A provides general information on aging in Canada, introduces an information model for assessing the housing and support service needs of seniors, and describes the assessment tools.

1 INTRODUCTION TO THE GUIDE

BACKGROUND ON SENIORS IN CANADA

Canada is undergoing unprecedented demographic changes. One in eight Canadians today is aged 65 or older, and the Canadian seniors population in general will increase significantly over the next 40 years as the baby boom generation ages.

In fact, seniors aged 65 and over are expected to represent approximately 22 per cent of Canada's population by 2031, a substantial increase from 12.2 per cent in 1996. Even more strikingly, the percentage of seniors aged 75 and over is expected to double between 1996 and 2031, growing from 5 to 10 per cent.

Seniors are living longer than they ever have before. As medical care, nutrition and fitness levels have improved, so has life expectancy, both at birth and at the older ages. And the life expectancy gap between women and men is narrowing: in 1986, baby boys and girls were expected to live an average of 72 and 79 years respectively; in 1995, these estimates increased to 75.3 years for boys and 81.3 years for girls.[1]

This situation presents both challenges and opportunities. Communities must accommodate an unprecedented increase in the number of seniors in the coming years. This may result in an increase in the number of people with disabilities and an increase in the need for housing suited to their needs.

These challenges hold for both rural and urban areas. Small towns with populations under 10,000 generally offer fewer housing choices, and fewer services and facilities for older people, than large urban areas (Fuller, 1980). To get needed services, seniors must often travel to other centres, but local buses or taxis are often not available to them (Hodge and Qadeer, 1983). Rural seniors who want to remain in their home towns during retirement face important questions. Will there be adequate housing? Will sufficient support services be available? Will the necessary transportation be at hand?

Although urban communities may provide a greater range of housing choices, services and facilities than rural areas, many may not offer all the choices necessary to meet the diverse needs and preferences of their older population. In addition, housing and support service providers may not be aware of the types of choices these people are looking for, and thus not able to meet their needs and preferences. Furthermore, many older people living in urban areas may themselves be unaware of the full range of choices that are, or could be, available to them.

Therefore, urban seniors who want to remain in their communities during retirement also face important questions. What types of housing and services are available to them? Will they have appropriate housing choices? Will the types of services they need be available?

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1. According to the Demography Division of Statistics Canada (July 14, 1997).

Officials of most rural and urban areas cannot answer these questions easily. They need facts on:

- how many seniors now live in their areas;
- how seniors are now housed;
- what kind of housing seniors would like;
- what needs seniors have for in-home assistance or help with transportation; and
- what seniors housing and services are now available.

WHAT ARE THE BENEFITS OF THIS GUIDE?

To help get these facts, Canada Mortgage and Housing Corporation developed this guide. The planning tools in it are designed to help communities anticipate and plan for the present and future housing needs of seniors. Using this guide will allow you to:

1. develop profiles of seniors, including information about their living arrangements and health, social and economic characteristics;
2. identify the characteristics and conditions of seniors housing;
3. identify all community facilities, support services and transportation options currently available to seniors;
4. identify seniors' unmet needs for housing, support services and transportation;
5. identify how support services are delivered;
6. identify the difficulties seniors have in undertaking day-to-day activities and the types of support services they now need and use;
7. determine what housing options seniors need and prefer;
8. identify a range of accommodation options for seniors that will satisfy their needs and preferences;
9. help service providers plan for future needs for support services and transportation;
10. promote the participation of seniors, community groups and agencies in expanding the housing choices for seniors; and
11. develop a community guide to seniors resources.

WHAT'S IN THIS GUIDE?

This guide has three parts:

A provides general information on the aging process in Canada, introduces an information model for assessing the housing and support service needs of seniors, and describes the assessment tools;

B gives complete instructions for assessing the housing and support service needs of seniors, including step-by-step instructions on how to use the tools; and

C contains the tools themselves, including questionnaires, worksheets and reporting forms.

WHO IS THIS GUIDE FOR?

This guide is designed for communities—to help them gather and analyze facts to assess the needs of their senior citizens for housing, support services and transportation, and to plan future options for satisfying those needs. The assessment project could be undertaken by a municipal government, service agency, seniors group or other community organization.

The assessment tools could also be used by a city, county or regional agency, such as a regional district, a regional or county health board, a regional planning commission or a regional housing authority. For example, a regional agency could help small communities undertake needs assessments, or coordinate assessments in a city and surrounding communities, to plan seniors housing and support services in the area.

Non-profit housing corporations, private housing companies, researchers, consultants and private developers will also benefit from this guide.

Although the tools were designed to enable communities to collect, process and analyze data locally, combining community databases could produce estimates of seniors' needs for housing, support services and transportation at regional, provincial and national levels.

WHO SHOULD BE INVOLVED?

A successful assessment project requires that a broad spectrum of individuals and groups participate. This includes all seniors groups, all organizations and agencies providing housing and services for seniors, and the local housing industry.

Municipal and regional governments (e.g., the town council) should also play a major role—perhaps sponsoring the project—since the survey results might affect their decisions about requests for additional housing, services and transportation for seniors.

It is also important to involve the staff of local or regional planning and housing agencies. They often have much information about the community, experience in conducting surveys, and skills in compiling data.

In addition, provincial housing and support service agencies should be invited to participate. Most provinces have programs and services to help seniors. The provinces also have information that could help communities with their project. Strategies on how to involve the necessary groups and instructions on how to organize the project are in Part B.

HOW MUCH TIME WILL IT TAKE?

The project will take several weeks, and its success will depend very much on all *participants'* commitment to completing the needed surveys. Thus, before beginning the project, a community should consider thoroughly the benefits it hopes to achieve.

HOW MUCH WILL IT COST?

This guide is designed so that the community will incur minimal expenses. A precise cost estimate is not possible because communities vary in size and because the project can be organized in various ways. The experience of communities that have carried out the seniors surveys suggests that the following costs must be considered:

- a project coordinator and, possibly, project assistants;
- publicity;
- a hall and refreshments for community meetings;
- photocopying of questionnaires and tally books;
- telephone and fax;
- transportation;
- mailing; and
- access to computers.

The tools were designed so that communities can process and analyze data manually. However, a computerized version of this guide, SENIORS, is also available from CMHC. SENIORS enables communities to process and analyze data using personal computers.

Ideally, local groups, town councils, service agencies and others will donate time, space and services. Grants may be available to cover some costs. It is important to prepare a budget and decide who will pay for each expense before the project begins.

The next section of Part A provides general background on aging in Canada. Following these introductory materials is a model that illustrates how the tools are linked. You should familiarize yourself with these sections before moving on to Part B.

2 BACKGROUND INFORMATION ON AGING IN CANADA AND WHAT IT MAY MEAN FOR YOUR COMMUNITY

TRENDS AMONG CANADA'S SENIORS

Canada's seniors are better educated and informed than ever before. They've lived active lives, and they want to remain active and independent, maintaining a high-quality, stimulating life and staying in their homes for as long as possible.

Canada's seniors are also more numerous than ever before. Table 1 shows the distribution, from 1961 to 1991, of Canada's seniors population (aged 65 and over) by different forms of settlement. The number of seniors living in all forms of settlement, except farms, increased dramatically in these 30 years.

Between 1961 and 1991, the seniors population in Canada increased by approximately 228 per cent. In rural areas, it increased by nearly 60 per cent, and in urban areas, by almost 260 per cent.

Although the seniors population grew faster in urban areas than in rural areas, the number of rural seniors also increased substantially, by nearly 250,000 between 1961 and 1991.

Between 1961 and 1981, many rural seniors in Canada said they had little choice but to move to the city when they retired. In fact, the percentage of Canadian seniors living in rural areas decreased substantially over this period, from 30.4 per cent in 1961 to just under 22 per cent in 1981. Since 1981, however, the proportion of seniors living in rural areas has levelled off, dropping marginally to 21 per cent in 1991.

Seniors living in urban areas tend to stay where they have lived for many years. Those who do move from their "home towns" make up a small proportion of seniors. Consequently, a survey of urban seniors is likely to reveal that most have lived where they are for 20 years or more. This could reflect a strong commitment to their home and community, and to their friends and relatives.

TABLE 1 CHANGES IN THE NUMBER OF CANADIAN SENIORS LIVING IN RURAL AND URBAN AREAS, 1961–1991

Settlement Type	*Number Aged 65 and over* 1961	1971	1981	1986	1991
Rural Areas	**423,400**	**423,300**	**517,700**	**572,170**	**667,390**
Rural Farm	**134,700**	**82,400**	**56,100**	**55,545**	**60,220**
Rural Non-Farm (Including towns and villages under 1,000 pop.)	**288,700**	**340,900**	**461,600**	**516,625**	**607,170**
Urban Areas	**967,600**	**1,320,800**	**1,843,600**	**2,125,405**	**2,502,580**
Small Towns (Covers towns and villages 1,000 to 10,000 pop.)	**177,800**	**234,600**	**285,500**	**276,610**	**295,800**
Small Cities (Covers urban areas between 10,000 and 100,000 pop.)	**195,500**	**287,000**	**361,800**	**389,100**	**467,265**
Large Cities (Covers urban and metropolitan areas of more than 100,000 pop.)	**594,300**	**799,200**	**1,196,300**	**1,459,695**	**1,739,515**
TOTAL SENIORS	**1,391,000**	**1,744,100**	**2,361,300**	**2,697,575**	**3,169,970**

Source: Census of Canada, Statistics Canada

THE EFFECTS OF AGING ON COMMUNITIES

In 1996, the total seniors population of Canada was 3,527,850, which is 30 per cent larger than it was a decade earlier (2,697,575 in 1986) and 76 per cent larger than two decades earlier (2,002,350 in 1976). With more and more seniors living in our communities across Canada, concerns arise about the capacity of many of these communities to meet seniors' needs and preferences for housing and support services.

Seniors living in urban areas often face difficult problems. Some may be unaware of the kinds of housing and support services that are available to them. Others may be unable to find the types of accommodation they need or prefer, or the options they can afford.

Many seniors have difficulty completing everyday tasks around their homes. Although some may have help with personal care and in preparing meals, cleaning windows, vacuuming, repairing their homes and doing yard work, many may not be getting such help. This can make the difference between being able to live in their own homes and having to move into nursing homes or other long-term institutions.

Seniors living in rural areas and small towns face three other challenges that may affect their quality of life (Fuller, 1980; Matthews and Heuvel, 1985). First, there is little choice and much less availability in housing. Second, support services and facilities are often meagre. Third, transportation services are usually rudimentary.

These problems are related, as a few typical examples show. When seniors require health care, for example, they are unlikely to find it in their own town; clinics and nursing homes are usually only in the larger towns. Unless seniors have adequate transportation, getting to these services is difficult. Studies show that one in five rural seniors either do not drive or do not want to drive a car (Hodge, 1987). For seniors 75 and older, this proportion nearly doubles.

In addition, when seniors in a small town want to move into more manageable housing, they must frequently consider moving away to a larger centre.

Rent-geared-to-income seniors housing is attractive to many seniors because it offers security and opportunities for social activities. In small towns, it is often the only alternative to living in a single-family house. But with the increasing number of seniors in rural areas and small towns, it may be necessary to make available other options, such as Abbeyfield housing (sharing a housekeeper among 7 to 10 seniors), garden suites ("granny flats") and homesharing.

Unless seniors can get home support, or help in getting around, their new housing may be no more satisfactory than their present housing. In considering seniors' needs, housing, support services and transportation must be dealt with together.

Whether in rural or urban communities, seniors have unique circumstances and requirements. Thus, seniors and those providing housing and support services for them, often face major challenges. Housing and service providers need to understand the needs and preferences of seniors in specific communities, and to be aware of the ways in which they can respond. Seniors, on the other hand, may not always be well informed about the types of choices that are, or could be, available to them. In many instances, moreover, they may not have the opportunity to communicate their needs and preferences to providers.

One way of finding out about the types of housing, amenities and services that are needed in specific communities is to gather facts about seniors and their current and future housing and support-service situation. This can often be done through local surveys involving seniors and housing and service providers.

The tools in this guide will allow you to gather facts about housing, support services and transportation for seniors, and then to link them. How each tool works, alone and with the other tools, is described in the following section.

3 AN INFORMATION MODEL FOR ASSESSING THE HOUSING AND SUPPORT SERVICE NEEDS OF SENIORS

Acquiring facts on seniors' needs and preferences requires both the proper tools and an understanding of how to use them effectively. Chart 1 on page 14 is an information model that shows the approach used to design the tools in this guide. The objective of this model is to help communities through the steps involved in planning accommodation, support services and transportation for their seniors.

Three kinds of information are required to assess seniors' current and future needs for housing, support and transportation.

1 *Information about the community*—trends in the seniors population, the stock of housing that could suit them (including costs and availability), and the types and frequency of transportation available.

2 *Information about seniors*—their demographic characteristics, health, income, ability to get around, current housing, housing preferences and need for support services.

3 *Information about available support services*—the kinds of support services and facilities available to seniors in the community, how many people they are designed to serve, and how many seniors now use them.

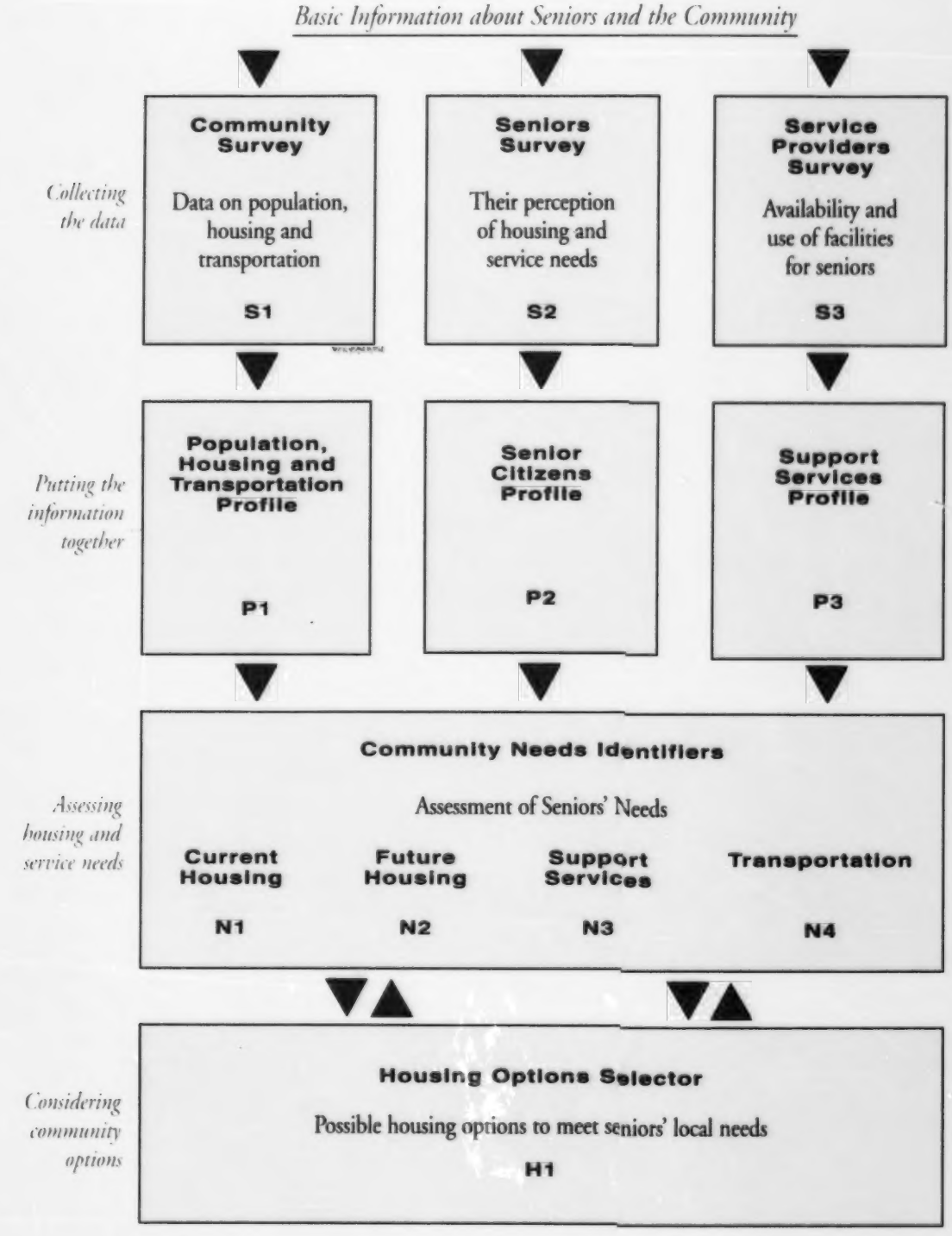
As Chart 1 shows, three survey tools will provide the following information.

S1 *The Community Survey* enables a community to obtain information on the size of and trends in its seniors population, and on the availability of housing and transportation services.

S2 *The Seniors Survey* enables a community to obtain information from seniors about the problems they face with housing costs and design, and in accomplishing daily tasks and getting around, as well as their preferences for different types of housing.

S3 *The Service Providers Survey* enables a community to obtain information on the types of services and facilities available to its seniors and how much they are used, while also identifying any gaps in services.

CHART 1 AN INFORMATION MODEL FOR ASSESSING THE HOUSING AND SUPPORT SERVICE NEEDS OF SENIORS



Based on information from the three surveys, the community can generate three profiles of present conditions:

P1 *Population, Housing and Transportation Profile;*

P2 *Senior Citizens Profile; and*

P3 *Support Services Profile.*

From these profiles, the community can identify the needs of its seniors through four community needs identifiers:

N1 *Current Housing Needs* in the categories of suitability, adequacy and affordability;

N2 *Future Housing Needs* in two categories: seniors' plans to move from their dwellings, and needs arising from waiting lists for housing and population aging trends;

N3 *Seniors' Current Support Service Needs* in 16 categories dealing with activities of daily living in the home, outside the home and in the community; and

N4 *Seniors' Current Transportation Needs* covering seniors' households without automobiles and others having difficulty getting around.

From the *S2 Seniors Survey*, communities can also examine the housing options their seniors prefer:

H1 *Housing Options Selector*—this profile covers seniors' responses to 16 housing options, and their preferences for location and age mix in housing projects.

The information model shows how the project leads a community to where it can make choices about housing and other services needed by its seniors and seek ways to implement those choices.

With this background, you are now ready to begin.

PART B

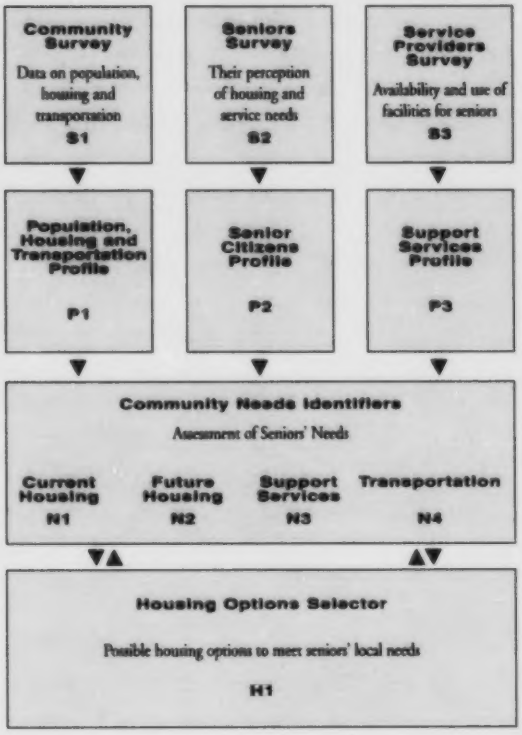
USER'S GUIDE TO THE ASSESSMENT TOOLS

Part B gives complete instructions for assessing the housing, support service and transportation needs of seniors in your community. Step-by-step instructions are included for conducting surveys, compiling data and presenting findings. The instructions for the various surveys, profiles, needs identifiers and the housing options selector are arranged in order of their use. The sequence follows the order presented in the information model. This model is presented again at several points in the text to help you keep track of your progress.

To start, review Part A-3 (page 13) for an overview of the process to follow in gathering the information needed for this assessment. Once you've done that, proceed one section at a time through this users' guide. As you go along, take note of the assessment tools in Part C that are to be used with each set of instructions.

1 HOW TO BEGIN A NEEDS ASSESSMENT PROJECT IN YOUR COMMUNITY

The best way to begin is to become familiar with the materials in this guide and identify the tasks that need to be carried out. The information model below gives you an idea of the scope of the project.



Each component of the model has an identification code: S1, S2, S3, etc. You should complete the components on one row of the chart before beginning the next row.

Communities in Canada are diverse in size, type and location, so you may need to adapt these methods to suit your situation. After the description of each task is a list of ways to tackle it. These lists are suggestions only; you may find a more effective way of completing the task in your community.

THE FIRST STEPS

Four steps must be carried out before collecting any data:

1. Define the boundaries of the community you will be studying.
2. Set a budget.
3. Designate a project coordinator and, if necessary, project assistants.
4. Arrange an organizational meeting to launch the project.

The following sections describe how you could complete these steps.

1 Define the community

You must define the boundaries of your community to ensure that there is consistency in gathering the data. For example, the built-in population file in the computerized version of this guide displays population data for specific census subdivisions, or CSDs. CSD is the general term that applies to municipalities (as defined by provincial legislation) or their equivalent; for example, Indian reserves, Indian settlements and unorganized territories.

CSDs are one of the three types of geographic areas that Statistics Canada uses during a census. The other two are census divisions (which include counties, regional municipalities and regional districts), and provinces and territories.

A community may be defined in several ways. Start with the CSDs that include the municipalities you want to survey, then decide whether to include other CSDs around them. It may be appropriate to limit your study area to that within the boundaries of selected CSDs.

It is best to base your definition of the community on local knowledge. Those who can help in this include local town, city, county or regional planners; merchants; organizations representing seniors; and agencies that provide services for seniors.

2 Set a budget

Any project you undertake will have some expenses associated with it. To carry out the series of surveys in this guide, for instance, you may have to pay for photocopying surveys, mailing surveys, renting space for a community meeting, and serving refreshments. Depending on the size of your community and the purpose of your project, you may also have to hire a coordinator and/or assistants to complete the work.

As with any budget, it's a good idea to sit down beforehand and think about all possible expenses you may encounter. Write them down and add them up, then think about the money you actually have available.

If you don't have enough money to cover your expenses, you'll have to think about what you really need and what you can do without. Remember, however, that trimming some expenses may affect other aspects of the project. For instance, if you decide to hand-deliver some of the materials in this guide, you may have to recruit more volunteers, which will take more time than you had originally thought.

It might also be a good idea to add a contingency amount to your budget. Any project involves unexpected expenses, and it's a good idea to be prepared for them before they come up.

3 Designate a coordinator

Because this project has several facets that will take several weeks to complete, it is best to designate one person as the project coordinator. You might wish to consider:

- a senior citizen volunteer;
- an administrator of an agency providing housing or services for seniors;
- a municipal administrator;
- a local planner; or
- a community volunteer.

The project coordinator has four main tasks:

1. to convene an organizational meeting;
2. to coordinate data gathering;
3. to arrange for tallying the data and preparing reporting forms; and
4. to arrange a planning workshop to discuss results.

The project coordinator's job is not a one-person job—the project coordinator will need help. If you intend to survey a large area with a high-density population, for example, you may also have to hire project assistants to help out.

In addition, you should definitely establish a working committee for the project. It should include seniors, people who provide services or housing to seniors, and officials from local and regional governments.

The role of the committee will be to:

1. define the community boundaries;
2. plan the data collection;
3. keep the community informed about the progress of the project; and
4. assist, or get assistance for, the project coordinator.

4 Arrange an organizational meeting

The project coordinator (and the working committee) will initiate the project. Other communities have found that the best way to do this is to bring together all interested groups and individuals in an organizational meeting. The meeting can be used to:

1. explain the scope and aims of the project;
2. decide how best to survey seniors;
3. plan publicity for the project; and
4. establish deadlines to complete the project and hold a planning workshop.

This meeting is vital to the success of your project. It should be held at a time and place that will allow seniors to participate easily. (You may want to use your local seniors centre or a place where seniors often meet.) It should involve a wide spectrum of community groups and local and regional governments.

To make sure this happens, the coordinator must develop a list of all groups, agencies and facilities (public, non-profit and private) that provide housing and support services to seniors in your community. The following are often in communities.

Housing

- housing agencies
- housing authorities
- seniors housing societies
- seniors housing developments
- seniors housing registries

Special Accommodation

- retirement residences
- homes for the aged
- homesharing agencies
- respite accommodation

Health Care Facilities and Services

- nursing homes and personal, intermediate or extended community care facilities
- hospital-based extended care units or chronic care hospitals
- palliative care units or hospices
- special care units, stroke clubs
- Alzheimer's facilities
- extended care hospitals
- foot care clinics

Support Services

- seniors centres
- meals-on-wheels and wheels-to-meals services
- emergency response system services
- telephone check-up services
- homemaker services
- handyman services
- adult day-care centres

Transportation

- seniors bus services
- volunteer drivers

Other

- senior citizens departments
- Victorian Order of Nurses Canada
- Alzheimer's society/support groups
- Parkinson's support groups
- widows' support groups

Your community may have other services for seniors; if so, list them and invite a representative of each service provider on your list to the organizational meeting.

Getting the most out of the meeting

This meeting must accomplish several things to get your project started on the right track. It should introduce the project to the community; gain community support; develop ideas for surveying seniors; and recruit help for the survey. Here are some suggestions for getting the most out of the meeting.

Planning the meeting

- establish the best time and place for everyone to meet;
- publicize the meeting;
- make an agenda;
- consider refreshments;
- prepare explanatory materials;
- invite a provincial or territorial housing official to speak; and
- arrange for a VCR to show videotapes on housing or support services for seniors (see the list of suggested titles in Part B-9, page 106).

Getting support

- publicize your project through newspaper articles, radio and television interviews, and announcements in church bulletins and newsletters of seniors groups and service agencies (for a sample news release, see Part C-1);
- show the videos you choose on community television; and
- invite ideas on how best to distribute the surveys to seniors.

Setting specific targets

- describe all the steps in the project;
- distribute copies of the S3 Service Providers Survey to all service agency representatives;
- decide how to survey seniors and how many seniors you want to survey (see "Determining the size of the sample for the survey" in Part B-2, page 36);

- recruit volunteers to distribute the S2 Seniors Survey and complete the S1 Community Survey; and
- set a date to finish the surveys and hold the planning workshop to discuss survey results with the community.

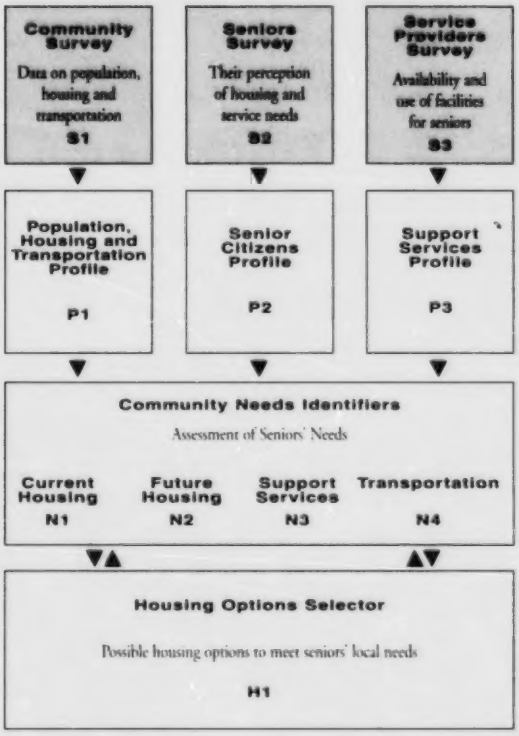
CHECKING YOUR PREPARATION

After the organizational meeting, several important tasks should be complete:

- project coordinator chosen
- community boundaries defined
- service providers list assembled
- service providers survey distributed
- plans made to survey seniors
- volunteers recruited for surveys
- date set for finishing project

2 HOW TO COLLECT DATA ABOUT YOUR COMMUNITY AND FROM YOUR SENIORS AND SERVICE PROVIDERS

Three surveys provide information for assessing seniors' needs for housing and support services in your community. Each provides a distinct set of information and is conducted differently. On the information model, you are now at the top row of surveys S1, S2 and S3.



The *S1 Community Survey* gathers information on population, housing and transportation.

The *S2 Seniors Survey* uses a questionnaire to be completed by seniors to gather information on their age, health, housing and mobility.

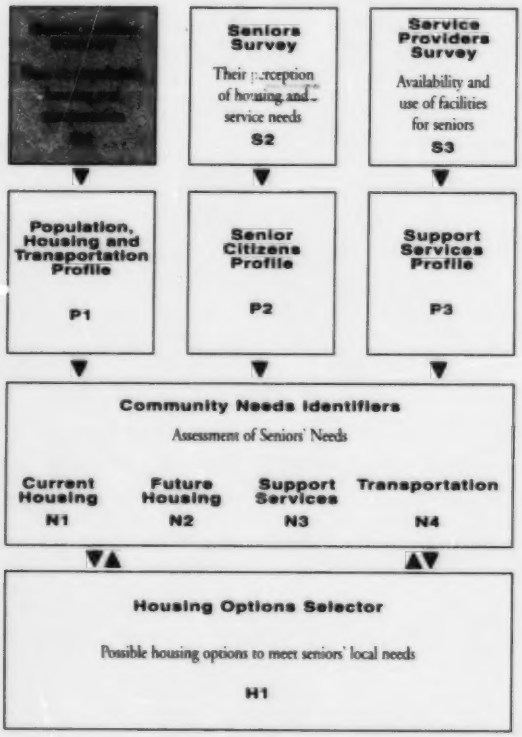
The *S3 Service Providers Survey* uses a questionnaire to be completed by service providers to gather information about current and future services and facilities for seniors.

For the most part, the following text gives instructions for manually tabulating the data you collect using the tally booklets in this guide (see Part C-6). As noted earlier, SENIORS, the electronic version of this guide, will process the data and produce reports automatically. At some stages in the process, SENIORS is particularly useful—these have been noted in the text.

S1 THE COMMUNITY SURVEY

The S1 Community Survey gathers information about the community's seniors population, as well as the housing and transportation services available. Using the S1 Community Survey Worksheets in Part C-2, you can assemble information on:

- demographic trends in the seniors population;
- the current supply of housing for seniors; and
- the current supply of transportation services for seniors.



The data you collect in the S1 Community Survey are used to prepare the P1 survey profile. You may want to refer to the P1 reporting form in Part C-7 to see what your survey data will look like.

Before collecting information, check with municipal offices or local and regional planning departments in case they already have the data you need. They can also advise you about alternative sources of information. It is important to keep accurate, legible records of information. Note your sources in case you have to check items later.

1 Collecting Data on the Seniors Population

Population data on seniors are needed for three purposes:

1. to examine past trends in the community in which you will be carrying out surveys;
2. to determine how many seniors lived in your community at the time of the most recent census; and
3. to estimate how many seniors your community will have in the future.

There are two methods of collecting data on the seniors population. You can use the built-in and ready-to-be-used population data file in SENIORS, or you can use census data in reports of the *Census of Population* published by Statistics Canada.

Using the built-in population data file in SENIORS

The SENIORS program comes with built-in population data files for the years 1986, 1991 and 1996. These files are customized for each of the communities (census subdivisions) in which you may be carrying out surveys. They show the total population, the total population aged 55 or older, the total seniors population (people aged 65 or older), the total population aged 75 or older, and the total population aged 85 or older. They contain data for the age groups 50 to 54, 55 to 59, 60 to 64, 65 to 69, 70 to 74, 75 to 79, and 80 to 84. The files also show the total number of people, as well as the number of men and women in each age group.

Based on trends in the most recent five-year period, 1991 to 1996, the data files show projections for the year 2001. Because population trends are subject to change, SENIORS will allow you to override these projections with your own numbers should you wish to do so.

How does SENIORS project the population?

People get one year older every year—those aged 55 to 59 in 1991 were 60 to 64 in 1996. SENIORS projects the 2001 population based on the changes that have occurred in the past as generations moved from one age group to the next. The program assumes that the trends observed in the 1991–1996 period will continue in the 1996–2001 period.

The following table provides a simple example of how SENIORS would project the population of 65- to 69-year-olds in 2001. The program recognizes that those aged 60 to 64 in 1996 will be 65 to 69 by 2001. Using 1991 and 1996 census data, it examines what happened to the previous generation as it moved from the 60–64 age group to the 65–69 age group. The program then assumes that changes in the size of the current 60–64 age group will follow the same pattern experienced by the 60–64 group from 1991 to 1996.

Sample Population Projection by SENIORS

	Year		
Age Group	1991	1996	2001 Projected
60–64	100.00	120.00	—
65–69	—	90.00	108.00

In the example, there were one hundred 60- to 64-year-olds in 1991. This number dropped by 10 per cent to 90 in 1996, when this generation moved to the 65–69 age group. SENIORS projects the 65–69 population in 2001 by assuming that the current group of 60- to 64-year-olds (120) will also decline by 10 per cent as it moves into the 65–69 category.

This projection method combines the effects of death and migration: the population described in the example could have declined between 1991 and 1996 because people died, because more people left the community than entered it, or because of a combination of both. Projections assume that the combined effects of death and migration on particular generations in the future will be similar to the pattern in 1991 to 1996.

Population trends can change, however. For instance, the community in the example could experience an influx of people in the 1996–2001 period. Given the uncertainty involved in projecting population, the SENIORS software does, as mentioned above, allow you to override projections with your own numbers.

Using census data in Census of Population *reports published by Statistics Canada*

Census data provide the most detailed population counts for communities across Canada. Because Canada conducts the census once every five years, data may not be as current as you would like. You may want to estimate the current seniors population by adjusting the census figures to reflect population changes that have taken place since 1996, such as seniors who have moved into or away from the community.

Where do we get census data?

Census data are in *Census of Population* reports, published by Statistics Canada (see S1 Community Survey Worksheets 1 and 2, Part C-2). These reports are usually available in public libraries, universities and planning offices. Statistics Canada also has regional reference centres across Canada (see page 96 in Part B-9), where staff will often provide information over the telephone. As well, each province and territory has a central statistics bureau (see page 99 in Part B-9)

The data for your community will be found in the information provided for the corresponding census subdivision's name (e.g., Burnaby, Port Alberni, Moncton). The data for each age group are usually separate for males and females. If no total is provided, you will have to add the male and female data together.

Statistics Canada does not publish population data for towns and villages that are not municipalities. If you are carrying out a survey in these types of communities, check with local, regional or county planning offices to see if they have the data you require, or if they can help you estimate the population by age groups.

If you need to obtain data for several census years using consistent age groups, you can use the built-in and ready-to-be-used population data file in SENIORS. Alternatively, you can request these data from Statistics Canada.

If census reports are available for your survey community, the data you need will be in a separate volume for each census year. A single report for 1971 and 1976 contains data for all provinces and territories. See S1 Community Survey Worksheet 1 on page 1 in Part C-2. For the census years from 1981 to 1996, each province and territory has a separate report, as shown in S1 Community Survey Worksheet 2 (on page 2 in Part C-2).

If you wish to examine comparable information on trends for Canada as a whole, you may find the following publications useful. To obtain copies, contact Statistics Canada. See page 96 for a regional reference centre near you, and page 99 for your provincial/territorial statistics bureau.

1986 *The Nation. Age, Sex and Marital Status*
(Population and Dwelling Characteristics)
Catalogue No. 93-101

1991 *The Nation. Age, Sex and Marital Status*
(Population and Dwelling Characteristics)
Catalogue No. 93-310

1996 *National Overview*
(Population and Dwelling Characteristics)
Catalogue No. 93-357-XPB

2 Collecting Data on the Supply of Seniors Housing

The second kind of information you need to collect is on housing now available for seniors. This includes existing units, units under construction, the number of vacancies, the number of people on the waiting lists, and current rent costs.

Where do we get housing data?
The data on housing are likely available from the local planning or municipal offices, housing registries, the housing authority or managers of rental housing projects. Real estate boards or brokers also often keep track of such data, as do agencies dispensing welfare or housing assistance funds.

What housing data do we collect?

Record the current supply of housing for seniors on S1 Community Survey Worksheet 3, Housing Inventory (see page 3 in Part C-2). This survey counts housing developed by the public, non-profit and private sectors. Each category identifies the type of tenure (e.g., rental, co-op, condominium).

If some housing units are not covered under the given categories, put them in the "Other" category. In gathering these data, take note of all housing that can be occupied by seniors, such as seniors apartments, condominiums, co-operative housing, mobile homes, congregate housing and retirement villages. Do not include nursing homes, care facilities or special accommodation, such as homes for the aged, as these are covered in the S3 Service Providers Survey (see Part C-5).

For a complete analysis, data are required on:

- the number of existing units;
- the number of units under construction;
- the number of vacancies;
- the number of people on waiting lists; and
- the average monthly costs.

Collecting information on the number of bedrooms in housing units provides more detail on the current supply of housing for seniors.

Make as many copies of Worksheet 3 as you will need. Record the data on your worksheets individually marked for the various occupancy types (e.g., undifferentiated/other; housing not specifically for seniors; seniors housing without services; seniors housing with services) and housing types available in your community (e.g., undifferentiated/other; single family detached house; semi-detached, duplex, row house or townhouse; suite or room within a house; walk-up apartment, elevator apartment; mobile home or garden suite). Select "undifferentiated/other" if you: are planning to combine all the existing occupancy/housing types in your community into an unspecified occupancy type; do not have a breakdown for all the other occupancy types listed; are planning to enter data for a type that is not on any one of the last three (occupancy) or five (housing) types listed.

If you are tallying the data manually, consolidate the data on a Total Housing Inventory Worksheet 3. Include all occupancy and housing types.

You should also calculate the total average rents (separately for subsidized and private housing, as indicated). First, add all the rents in the boxes for bachelor units in column 6 of Worksheet 3 and divide this total by the number of entries for bachelor units. Then record this average in the "Total" row for bachelor units. Follow the same procedure to calculate the total average rents for the one-bedroom and two-bedroom units.

If you are using SENIORS, enter the data in the corresponding worksheets; SENIORS will automatically tally the results for you.

3 Collecting Transportation Data

The S1 Community Survey also collects information on transportation services available to seniors in your community. This information is required to determine what alternatives to the private automobile seniors have to get where they need to go.

Where do we get the transportation data?

You can get transportation data from several sources. Information about public bus or taxi service is available from the operators. Information about other transportation services may be available from community agencies, service clubs, seniors housing projects or municipal offices.

What data should we collect?

On S1 Community Survey Worksheet 4, Transportation Services Data (see page 7 in Part C-2), enter data about what alternative types of transportation are available, charges for the service, and frequency of the service (if there is a schedule). If your community has types of transportation for seniors not specified, describe them under items 6 or 7 ("Other") and enter the data.

CHECKING YOUR PROGRESS

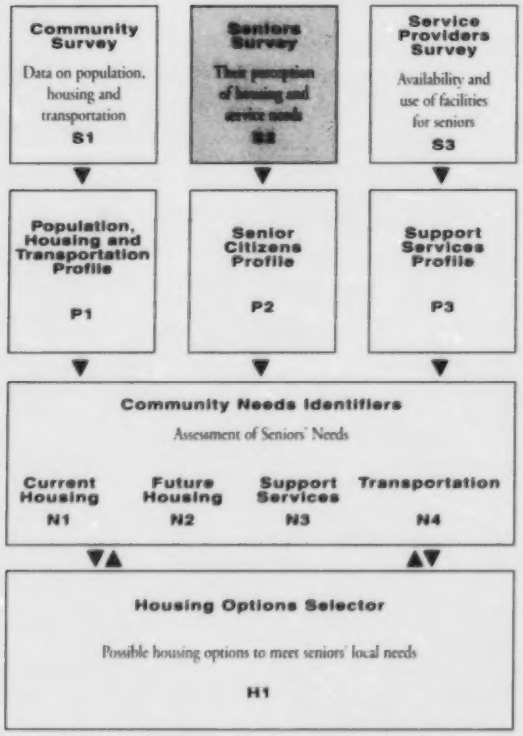
You should have completed these steps on the S1 Community Survey:

- ☐ collected population data (only if you are not using SENIORS)
- ☐ entered housing data on S1 Community Survey Worksheet 3
- ☐ entered transportation service data on S1 Community Survey Worksheet 4

S2 THE SENIORS SURVEY

The S2 Seniors Survey is the most important survey in this guide. With 64 core questions, it is also the most extensive. The survey covers seven important topics: current housing and living arrangements; feelings about various housing options; transportation needs; difficulties with personal care and daily living activities; support services; future housing plans and needs; and demographics.

It is essential to know how seniors now live, their need for support, and their views on other housing options. Having this information will help you identify what could be done to provide alternative accommodation and support services.



Seniors should complete this questionnaire themselves. They can usually complete it within 45 minutes. In special circumstances, when seniors cannot complete it, their relatives and friends or volunteers can help them.

Conducting the Seniors Survey involves six major tasks:

1. choosing a method to select respondents for the survey;
2. determining the size of the sample for the survey;
3. developing a list of possible respondents and establishing the first contact with them;

4 choosing the participants for the survey;

5 conducting the S2 Seniors Survey; and

6 interpreting the results of the survey.

Below are instructions and suggestions for completing each task. Follow them closely to achieve useful results.

1 Choosing a Method to Select Respondents for the Survey

There are several methods you can consider to select the sample for your survey. These are grouped into two major categories: non-probability sampling and probability sampling.

Non-probability sampling

Non-probability sampling is often used when:

- the results of a survey are not intended to be generalized to the whole population;
- the statistical reliability of the results of a survey is not an important consideration;
- the objective of a survey is to explore issues affecting a particular group of seniors living in a specific location, such as a residential neighbourhood or a retirement community; or
- it is not possible to obtain a large enough sample.

The three most common methods of non-probability sampling are convenience sampling, snowball sampling and quota sampling.

Convenience sampling

Convenience sampling consists of selecting respondents on the basis of convenience, such as handy location, low project costs or easy accessibility. For instance, respondents can be selected from a group of individuals who live close together, who happen to be at a shopping mall, or who frequent a seniors drop-in centre.

Snowball sampling

Snowball sampling consists of initiating a list of respondents by word of mouth. The first people on the list, in turn, can help you complete the list by identifying other possible respondents.

Quota sampling

Quota sampling is often used to compare subgroups of people (e.g., a group of men and a group women) for which there is no list of possible respondents.

This method consists of using an existing general list of people—such as a telephone book—to select possible respondents. You go through the list and pick the first individuals who fit into the pre-established subgroup, or quota. You must use a screening method to determine who is eligible and who is not. You must also get at least 50 respondents in each of the subgroups you want to compare. For instance, if you want to compare men and women, you must get a response from at least 50 men and 50 women. To find out how many people should be on the list of possible respondents, see "How do we determine the number of people who should be asked to respond to the survey?" on page 44.

When using quota sampling rigorously, you might be able to generalize the results of a survey to the target population; however, you should always take caution when interpreting the results.

Probability sampling

Probability sampling is the most reliable statistical method to select respondents for a survey. This method is designed on the premise that each individual on the list of possible respondents has a pre-established probability of being selected for the survey. Individuals within the same target group—sometimes known as "strata"—share the same probability of being chosen.

When using probability sampling, not only will you be able to gauge the statistical reliability of a survey, but also generalize the results of a survey to the whole population of interest—technically known as the target population. Systematic sampling is the easiest and most convenient form of probability sampling

Systematic sampling

This method consists of selecting the respondents for a survey using a systematic approach. To do this, however, you must first determine the size of the sample for the survey, and develop a complete list of possible respondents. These steps are discussed in the following sections. Follow them closely. This wiil help you to get useful results.

2 Determining the Size of the Sample for the Survey

Since this survey aims at helping you understand the needs and viewpoints of your seniors, you should have as many seniors as possible complete a questionnaire. Ideally, you would carry out a census of all the seniors living in the community.

By using this approach you could obtain the most accurate and reliable information about your seniors and their community. However, because carrying out a census of the seniors population is economically feasible only in small communities (e.g., one with a population of 1,000 people), most surveys are conducted using a "sample" of the seniors population. The sample is a smaller group of seniors—selected *at random* from all the seniors in a community—that represents the seniors population.

Examining your own needs

When examining how large the sample for your survey should be, you must consider a number of important questions. For instance, What are the objectives of the survey? What are the possible applications of the findings? Are you going to have enough money to do the project? Are respondents and lists of respondents going to be available? How accurate do you want the results of the survey to be? The answer to each of these questions can affect the size of the sample.

If you plan, for example, to generalize the results of your survey to the whole seniors population of a community, or use them to make major decisions affecting all seniors in a community, you should strive to obtain the highest level of precision. The larger your sample, the higher the level of precision you will achieve.

On the other hand, if you plan to use your survey for obtaining general information about the seniors in a community, identifying a number of issues affecting them, or simply exploring their views on a number of things, you may only need a minimum level of accuracy. If so, you will have a smaller sample size and, consequently, lower costs for the project. In some cases, you may also want to consider alternative methods of gathering the information you need, such as convenience sampling or focus group testing.

When deciding on the size of the sample for your survey, you must consider three other important aspects:

- the level of confidence you want to achieve;
- the margin of error you want to achieve; and
- the size of the population of interest—also known as the "target population."

Each of these can affect the size of the survey sample. For example, the higher the level of confidence you want, the larger the sample you will need.

Level of confidence

The level of confidence reflects the degree to which the same results would be expected to occur should the survey be done with different samples. For instance, if you establish a level of confidence at 95 per cent, you could say that there is a 95 per cent chance that the results obtained from your survey would be the same as the results of the survey done with another sample. The two levels of confidence most frequently used for this type of research (e.g., the S2 Seniors Survey) are 90 and 95 per cent. The 95 per cent level, however, is more common.

Margin of error

When carrying out your survey, you can get the most accurate results by including *all* the seniors living in the community. You can obtain, in other words, the "true response." On the other hand, if in your survey you involve only a sample of the seniors population, you can obtain only an estimate of the true response. Margin of error is a way of expressing the range of precision of this estimate. It shows the extent to which the true population value estimated from the sample falls within a specified range of values. For instance, if you establish a margin of error at ± 5 per cent, and your survey results indicate that 45 per cent of the sample respondents have a certain opinion on a subject, you could say that between 40 and 50 per cent (45±5) of the population hold that opinion (at the level of confidence you have chosen).

The margin of error required for this type of research (e.g., the S2 Seniors Survey) ranges from ±5 to ±10 per cent. The larger your margin of error, the less precise your estimate will be.

Levels of confidence and margins of error work together and help determine the required size of a sample for a survey. For example, the higher the level of confidence and the smaller the margin of error you establish, the larger the size of the sample you will need.

The size of the target population

The size of the population you will be examining (e.g., the total number of seniors, the total number of men, or the total number of women in a community) will directly affect the size of your sample. For instance, the larger the population being examined, the larger the size of the sample you will need.

How do we calculate the size of the sample for the survey?

Two methods are available for calculating the size of a survey sample. The first consists of using the Sample Size Table (see Table 2 on pages 40 and 41). The second consists of using a mathematical formula.

Using the Sample Size Table

Table 2 is designed to help you speed up the calculation of the size of the sample for your survey. It consists of two parts. Part 1 uses a 90 per cent level of confidence; Part 2 uses a 95 per cent level of confidence. The table has two main columns. The left column, entitled Size of the Target Population, lists a selection of numbers representing population sizes ranging from 25 people, at the top, to 500,000 people at the bottom. The right column, entitled Margin of Error, is subdivided into four sub-columns. Each of these has a heading indicating a particular margin of error percentage (±3 per cent, ±5 per cent, ±7 per cent and ±10 per cent), and lists a selection of numbers representing sample sizes. For instance, the sample sizes listed in the ±3 per cent column of Part 1 range from 24 people, at the top, to 751 people at the bottom.

TABLE 2 SAMPLE SIZE TABLE (PART 1 OF 2) 90 PER CENT CONFIDENCE LEVEL

Size of Target Population	*Margin of Error*			
	±3%	*±5%*	*±7%*	*±10%*
25	24	23	21	18
50	47	42	37	29
75	68	59	49	36
100	88	73	58	40
150	125	97	72	47
200	158	115	82	51
250	188	130	89	53
300	214	142	95	55
350	239	153	99	57
400	261	161	103	58
500	300	176	108	60
750	375	199	117	62
1,000	429	213	121	63
1,500	501	229	126	65
2,500	578	244	131	66
5,000	653	257	134	67
10,000	699	263	136	67
25,000	730	268	137	67
100,000	746	270	138	68
500,000	751	270	138	68

Note: These are required sample sizes based on 100 per cent response rate. To find out how many people you need to ask to respond to your survey, see "How do we determine the number of people who should be asked to respond to the survey?" on page 44.

TABLE 2 SAMPLE SIZE TABLE (PART 2 OF 2) 95 PER CENT CONFIDENCE LEVEL

Size of Target Population	*Margin of Error*			
	±3%	*±5%*	*±7%*	*±10%*
25	24	24	22	20
50	48	44	40	33
75	70	63	55	43
100	92	80	67	50
150	132	109	86	60
200	169	133	101	67
250	204	154	112	71
300	236	171	121	75
350	266	187	129	78
400	294	200	135	80
500	345	222	145	83
750	448	261	160	88
1,000	526	286	169	91
1,500	638	316	180	94
2,500	769	345	189	96
5,000	909	370	196	98
10,000	1,000	385	200	99
25,000	1,064	394	202	100
100,000	1,099	398	204	100
500,000	1,110	400	204	100

Note: These are required sample sizes based on 100 per cent response rate. To find out how many people you need to ask to respond to your survey, see "How do we determine the number of people who should be asked to respond to the survey?" on page 44.

To calculate the size of a sample using Table 2, simply follow the following five steps.

Step one
Find out the size of your total target population (e.g., the total number of seniors, the total number of men, or the total number of women in the community). You can get this number from published census information or directly from the population files in SENIORS. For this example, let's assume that the size of your target population is 500 people.

Step two
Select one of the two levels of confidence available in the table (e.g., 90 per cent).

Step three
Using Part 1 of the table, which reflects the 90 per cent level of confidence you selected in step two, select a margin of error (e.g., ±5 per cent).

Step four
Still using Part 1 of the table, go to the left column, Size of Target Population, and look for the number that matches the size of your target population. In this case, that number is 500.

Step five
While in the "500" row, move along to the right until you find the ±5 per cent margin of error column. The number in that box, 176, is your sample size.

If you cannot find the perfect match in the table for either the size of your target population or the margin of error you want to establish, use the figures closest to them. You can also interpolate within the values presented in the table.

Using a mathematical formula
You can also calculate the size of a survey sample by using the following formula.

$$n_1 = nz / [(4d^2 n) + z]$$

where:
n_1 = your sample size (the total number of respondents you must obtain)
n = the total population of interest (also known as the target population)
z = 2.7 (to obtain a 90 per cent level of confidence)
z = 4.0 (to obtain a 95 per cent level of confidence)
d = your specified margin of error expressed in decimal form (e.g., ±5 per cent = 0.05)

Here are two examples of how to use this formula.

Example one
Suppose you are to carry out a seniors survey in a community where the total seniors population is 2,500. You have specified a level of confidence of 90 per cent and a margin of error of ±10 per cent.

This is how you would use the formula to calculate the size of your sample:

$n_1 = nz / [(4d^2 n) + z]$
$n_1 = 2{,}500 \times 2.7 / [(4 \times 0.10^2 \times 2{,}500) + 2.7]$
$n_1 = 6{,}750 / [(4 \times 0.01 \times 2{,}500) + 2.7]$
$n_1 = 6{,}750 / [100 + 2.7] = 6{,}750 / 102.7$
$n_1 = 65.725$

After rounding up this last number, you can say that your Sample Size is 66 people. This is the number of people who must respond to your survey.

Example two
Imagine you have to undertake a survey involving men aged 55 years or older. They live in a community where the total number of men aged 55 years or older is 10,000. You want to achieve a level of confidence of 95 per cent and a margin of error of ±5.

This is how you would use the formula to calculate the size of your sample:

$n_1 = nz / [(4d^2 n) + z]$
$n_1 = 10{,}000 \times 4.0 / [(4 \times 0.05^2 \times 10{,}000) + 4.0]$
$n_1 = 40{,}000 / [(4 \times 0.0025 \times 10{,}000) + 4.0]$
$n_1 = 40{,}000 / [100 + 4.0] = 40{,}000 / 104$
$n_1 = 384.615$

After rounding up this last number, you can say that your Sample Size is 385 people. This is the number of people who must respond to your survey.

Sampling target population subgroups

If you need to calculate the sample size of a specific population subgroup (e.g., men aged 55 years or older) within a larger target population group (e.g., people aged 55 years or older), you can apply the method used in Example two. Make sure, however, that you use the correct total population size of the specific subgroup for your calculations.

Population sizes for some age and sex groups (e.g., the number of women aged 75 years or older) can be found in published census data or in the population files in SENIORS. If you need to know the size of a specific subgroup (e.g., the number of women aged 75 years or older who live alone) but find that the information is not readily available, you can try obtaining it by other methods. One method consists of finding out what proportion of the larger group your specific subgroup is (e.g., 60 per cent). Once you know this percentage, multiply it, in decimal form, by the size of the larger target group. The product will be the size of your specific subgroup.

Example three

Assume that the size of your larger target population (e.g., the number of women aged 75 years or older) is 1,000 and that the proportion of your specific subgroup (e.g., the number of women aged 75 years or older who live alone) to this larger target population is 60 per cent. You can now calculate the size of the subgroup by multiplying these two:

1,000 x 0.60 = 600

The size of the subgroup is 600 people.

How do we determine the number of people who should be asked to respond to the survey?

Determining the proportion of people that would respond to a survey—technically known as the "response rate" of a survey—is not an easy task. The response rate can be anywhere between 30 and 100 per cent. It all depends on a number of factors, including how effectively you have publicized the survey, how enthusiastic potential respondents are about the survey, and the time of the year when you undertake the survey. To obtain a good response rate, make sure that you promote your survey well; involve as many seniors as possible; convince potential respondents that the results of the study will be useful to them and encourage them to participate; and, finally, try not to carry out the survey during a holiday season or in the summer.

If you can estimate the response rate for your survey, you will be able to determine how many people you need to ask to respond—this is known as the "Adjusted Sample Size." You can determine the adjusted sample size for your survey by using the following formula.

$n_2 = n_1 / r$

where:

n_2 = the total number of people that should be asked to respond to the survey (the Adjusted Sample Size)
n_1 = the required sample size for the study
r = the estimated response rate expressed in decimal form (e.g., 70 per cent = 0.70)

Example
If the required sample for your survey is 270 and you estimate that the response rate will be 70 per cent, you can calculate your adjusted sample size by using the formula as follows.

$n_2 = n_1 / r$

$n_2 = 270 / 0.70 = 385.71$

After rounding up this last number, you can say that your Adjusted Sample Size is 386. This means you should ask 386 people to respond to your survey.

3 Developing a List of Possible Respondents and Establishing the First Contact with Them

You should now assemble a list of possible respondents—this is technically known as the "sampling frame" for the survey. This list should be as comprehensive as possible. The best list would be a complete list.

To ensure that the list is not biased, it should come from a variety of sources that represent the diversity in the community. It should not be exclusive to a particular characteristic in a community, such as an ethnic group, social class or neighbourhood, because this could sway results. The individuals on the list should be randomized so that there is no particular order in how they would appear.

You must first identify all independent seniors in your community—those who do not live in a nursing home or care facility—and then contact them. S2 Seniors Survey Worksheet 1 (see page 1 in Part C-3) is a sample form you can use to list your seniors. Use Seniors Survey Worksheet 2 to establish first contact with them (see page 2 in Part C-3).

Your list should include all persons aged 65 years or older who live on their own or with relatives or friends. You should include:

1. persons aged 65 years or older at the time of the survey who are not living with a spouse; and
2. spouses living together, at least one of whom is aged 65 years or older at the time of the survey.

Each constitutes a *seniors' household living independently.* For this survey, do not include seniors who live in care facilities such as nursing homes, homes for the aged, or extended care facilities.

Sources you can use to identify seniors include:

- the telephone book;
- the voters list;
- municipal departments that deal with senior citizens;
- membership lists of seniors clubs and associations;
- seniors housing developments;
- lists of seniors using home support services; and
- property tax rolls.

You will find it helpful to involve seniors in this task because of their knowledge of fellow citizens.

4 Choosing the Participants for the Survey

You should use a systematic approach to select the participants for your survey. This will ensure that all individuals on the list of possible respondents have the same probability of being selected for the survey. Here is what you need to do:

1. get the list of possible respondents (see how to do this on page 45);
2. obtain the size of your target population (see page 38);
3. obtain the size of the adjusted sample for the survey (see page 44);

4 determine a random number to select participants; and

5 select participants using a systematic approach.

Example
Suppose that the size of your total target population is 1,000 and the size of the adjusted sample is 91. To select the participants for this survey you would observe the following three steps. Make sure you have the list of possible respondents handy.

Step one
Divide the size of the target population by the size of the adjusted sample.

Target population size / adjusted sample size = 1,000 / 91 = 10.989

Round up the result of this operation to the closest whole number; for example, in this case to 11. This is the random number you will use to select participants from the list of possible respondents.

Step two
Select any number between 1 and 11, at random.

Step three
Suppose you have selected the number 4 in step two. Use this number to select the first participant for your survey. Go to the list of possible respondents and select the 4th person on the list as participant number one for your survey. Thereafter, choose every 11th respondent (i.e., the 4th, 15th, 26th, 37th, 48th, etc.) until you have chosen the 91 possible respondents you need.

5 Conducting the S2 Seniors Survey

The S2 Seniors Survey questionnaire is in Part C-4. The major task involves getting it to seniors so they can complete it. See below for several methods that have been used successfully in other communities. But first:

1 *Publicize the survey well.* Be sure to emphasize the importance of seniors providing their views. Start your publicity program at least two weeks before you plan to distribute the survey.

2 *Number all the survey questionnaires* you expect to use. Use a different number series for each community you survey (e.g., 1–200, 201–400, 401–600, etc.). Place the number in the square at the top of page 1 of the questionnaire.

3 *Keep a record* of the questionnaire series that belongs to the community you are surveying. Create a titled box for each community to help you organize your questionnaires as you collect them.

4 *Avoid mailing survey questionnaires* to seniors. Mail-out surveys usually receive a very low response.

A sample news release is included in Part C-1. You could use it for local newspapers, radio stations, television stations, and newsletters of churches, service clubs, etc. You will also need publicity for any meetings you schedule.

Can we modify the S2 Seniors Survey Questionnaire?

Yes, you can. You can either opt not to use some of the existing questions in the questionnaire, or add new questions of your own. Before making any modifications, however, it is important that you consider the following.

The S2 Seniors Survey questionnaire consists of a total of 64 questions. These are the "core" questions of the questionnaire. If you plan to use SENIORS for your survey, SENIORS will allow you to create, add and work with up to 60 new supplementary questions tailored to your particular needs. You cannot, however, modify or delete any of the 64 core questions from SENIORS.

If you find you do not need to use some of the core questions for your survey, make sure that the ones you are going to use retain their original numbers. This will allow you to enter the data you collect into SENIORS.

How do we add the new questions?

You can place your own supplementary questions either between any two core questions or after the core questions. If you choose to place a question between two core questions, it is suggested that you make the number of the new question that of the preceding core question plus an S to indicate that it is a supplementary question. If you insert more than one question between two core questions, number them S1, S2, etc. If you choose to place the new questions after the core questions, you can make the numbers of the new questions any number except for those already used for the core questions.

What types of questions can we add?

You can add three types of supplementary questions to the S2 Seniors Survey questionnaire.

- Numeric Questions, which must be answered with a number
- Logical Questions, which must be answered with a yes or a no
- Checklist Questions, which require a checkmark for one or several options on a list

To find out how you can add and design these questions in SENIORS, see Chapter 9 of the SENIORS User Guide.

What are the implications of modifying the existing questionnaire?

Modifying the S2 Seniors Survey questionnaire can have some implications in terms of both time and cost. It all depends on the types of modifications you make. For example, if you decide to add some supplementary questions at the end of the core questions, you would only need to add a few new pages to the existing questionnaire before you print it and send it to your seniors for them to complete. If, however, you plan to place your new questions between the core questions, decide not to use some of the core questions, or determine to use a combination of these two options, you might need to design and type a new questionnaire.

Getting seniors to complete their questionnaires

Below are seven methods that communities have used to get seniors to participate. You may need to use several of these methods to get the number of seniors you need; the first method, however, should be used in all communities.

1. Invite seniors on your list to a community meeting at a time and place convenient to them. At the meeting, show one of the videotapes listed on page 106. Then describe the study and ask those at the meeting to participate.

Be sure to:

- provide tables and chairs so seniors can fill in the questionnaires at the meeting;

- have several people familiar with the project at the meeting to help seniors complete the questionnaires, if they ask for help, and to check surveys as they are collected to ensure that seniors have answered all applicable questions;
- ask those seniors at the meeting for advice and help in getting surveys to the other seniors on your list; and
- publicize the meeting well. (Mention there will be a videotape and refreshments. The videotape could attract seniors; so could the refreshments.)

2. Designate a location and time for seniors on your list to drop in to complete a questionnaire. Possible places are the post office, seniors centre, shopping mall, town hall, recreation centre and medical clinic.

3. Ask agencies that serve seniors in their homes, such as Homemakers or Meals-on-Wheels, to take surveys to clients and pick them up.

4. Ask volunteers to take surveys to seniors homes, help fill them out if requested, and collect them.

5. Ask groups with large numbers of seniors to make time at their meetings for seniors to fill out questionnaires. Groups such as old age pensioners organizations, lodges, service clubs, ethnic or cultural groups, churches, veterans organizations and women's institutes could help increase the number of completed questionnaires.

6. Encourage individual seniors or volunteers to invite seniors on your list to gather informally in their homes to hear about the project and fill in questionnaires.

7. Ask volunteers to contact seniors on your list by telephone.

S2 Seniors Survey Worksheet 3 is a sample script that you can use for contacting seniors by telephone (see page 3 in Part C-3). You can also use S2 Seniors Survey Worksheets 1 (page 1) and 4 (page 4 in Part C-3) for keeping track of who is interested in coming to a meeting, needs a ride, or has received and completed the questionnaire.

You may use any combination of methods.

You should involve seniors in helping with these approaches—they understand other seniors, and the project is, after all, for them.

When the necessary number of S2 Seniors Survey questionnaires have been gathered, tally them manually or using SENIORS, the computerized companion to this guide. The manual tallying process, described in Part B-3 (see page 63), may be most appropriate for smaller communities. Larger communities may prefer to use SENIORS, which allows the user to customize the tallies and base tally results on a single community, an aggregate of all communities, or selected communities.

6 Interpreting the Results of the Survey when Systematic Sampling is Used

Once the results of your survey are in, you may want to identify a number of key findings that can be generalized to whole target populations in the community (e.g., all seniors, all men over 65, all older women living alone). Before you generalize results to whole populations, however, you should make sure that the results of your survey are reliable. The objective of this section is to show you how to assess the reliability of the survey results and, particularly, of individual questions.

When assessing the reliability of the survey results, you must be familiar with four important technical terms: "variance," "average response," "standard error" and "coefficient of variation."

Variance is an absolute measure of the diversity of the responses in a survey. A large variance means a wide diversity of responses. The larger the sample for the survey, the smaller the variance of the average response.

Average response is the sum of all the responses to a question divided by the number of responses. Average responses are widely used in survey results reports.

Standard error is a measure of how closely the results of a survey are clustered around the true value. The standard error of the average response for a question is calculated by taking the square root of its variance.

Coefficient of variation (C.V.) is a relative measure of the reliability of the results obtained in a survey. It is computed by dividing the standard error of the average response by the average response. The larger the C.V., the lower the reliability of a result.

To assess the reliability of the results of a question in a survey you would observe the following steps.

Step one
Apply the following formula to calculate the approximate variance of the average response for a question.

Variance = Sum $(a-b)^2 / n^2$

where:
a = response value (the response value given by each of the respondents)
b = average response value for the question (the average value of all responses)
n = sample size (the number of respondents that answered the question)

Step two
Calculate the ***standard error*** of the average response for the question by taking the square root of its variance.

Step three
Calculate the coefficient of variation for the question by dividing the ***standard error*** by the ***average response value*** for the question.

Step four
Use Table 3, *Sample Variability Table*, below to find out how reliable the results of the question are.

TABLE 3 SAMPLE VARIABILITY TABLE

Coefficient of Variation (C.V.)	*Reliability*
0.0–0.5 per cent 0.6–1.0 per cent 1.1–2.5 per cent 2.6–5.0 per cent 5.1–10.0 per cent 10.1–16.5 per cent	reliable enough for most purposes
16.6–25.0 per cent 25.1–33.3 per cent	use with caution
33.4 per cent +	data not reliable

Example
Suppose that three people answered Question X of your survey, *How far do you live from the community centre?*, and that their responses were as follows:

- Respondent one answered 8 km
- Respondent two answered 40 km
- Respondent three answered 60 km

Step one
Apply the following formula to calculate the variance of the question.

Variance = Sum $(a-b)^2 / n^2$

where:

a = 8, 40 and 60	These are the response values given by each of the respondents
b = 36	This is the average value of all responses (8 + 40 + 60 / 3 = 108 / 3 = 36)
n = 3	This is the number of people who answered the question

Variance = Sum $(a-b)^2 / n^2$
Variance = $(a-b)^2 / 3^2 + (a-b)^2 / 3^2 + (a-b)^2 / 3^2$
Variance = $(8-36)^2 / 9 + (40-36)^2 / 9 + (60-36)^2 / 9$
Variance = $(-28)^2 / 9 + (4)^2 / 9 + (24)^2 / 9$
Variance = (784) / 9 + (16) / 9 + (576) / 9
Variance = 87.11 + 1.77 + 64
Variance = 152.89

Step two
Calculate the *standard error* for the question by taking the square root of the variance you found in step one.

Standard error = the square root of 152.89 = 12.36
Standard error = 12.36

Step three
Calculate the coefficient of variation (C.V.) for the question by dividing the *standard of error* by the *average response value* for the question.

C.V. = standard of error / average response value for the question
C.V. = 12.36 / 36
C.V. = 0.34

Step four
Use Table 3, *Sample Variability Table*, on page 52 to find out how reliable the results of the question are. Table 3 has two columns. The left column, entitled Coefficient of Variation, contains a selection of C.V. value ranges. The right column, entitled Reliability, contains three major categories of reliability values: a) reliable enough for most purposes; b) use with caution; and c) data not reliable.

Using the C.V. you found in Step Three, go to the left column of Table 3 and find the value range in which your C.V. fits best. For example, your C.V. of 0.34 fits best in the first row of value ranges (0.0–0.5 per cent). This means that the results of your question are reliable enough for most purposes.

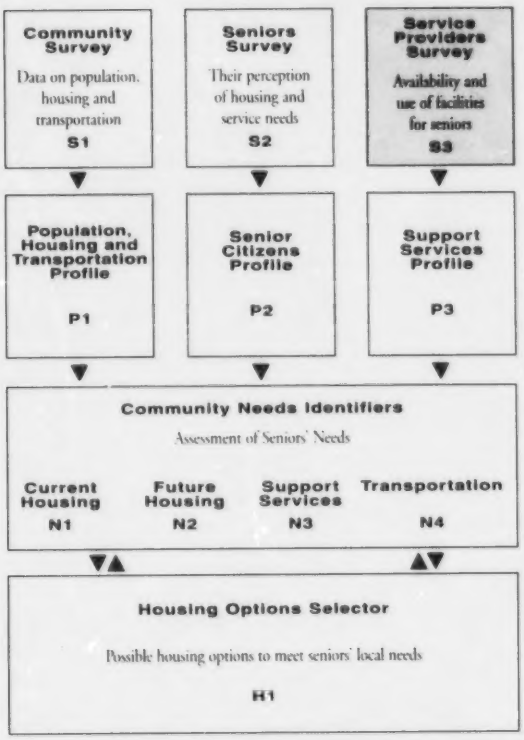
CHECKING YOUR PROGRESS
This survey requires several steps. By now you have:

- ☐ chosen a method to select respondents for the survey
- ☐ determined the size of the sample for the survey
- ☐ completed a comprehensive list of seniors in the community
- ☐ selected samples from your list if your community has more than 1,000 residents
- ☐ held a community meeting for seniors
- ☐ collected the required number of seniors questionnaires

S3 THE SERVICE PROVIDERS SURVEY

This project requires information about support services that are now available to seniors. You collect this information using the S3 Service Providers Survey questionnaire — see Part C-5. It should take no more than 30 minutes to complete this questionnaire.

The S3 Service Providers Survey questionnaire should be completed by all agencies and groups in your community providing a service or operating a facility for seniors. (Do not include housing only because housing is covered in the S1 Community Survey Worksheet 3, Housing Inventory — see Part C-2). The service providers may be government agencies, voluntary organizations, non-profit groups or commercial firms.



CONDUCTING THE SURVEY

To conduct the S3 Service Providers Survey:

1 Draw up a list of all agencies, groups and organizations that provide at least one service *primarily* for seniors. Use the list of services in question 3 of the Service Providers Survey questionnaire as the basis for your list. You can add the names of other agencies at the organizational meeting.

2 Have service providers complete the questionnaire. To do this, you can use one or a combination of the following methods: a) give the questionnaires directly to the people who will complete it; b) mail the questionnaires to a contact person at the agencies; or c) conduct a telephone survey with an authorized person representing the agencies.

3 Collect the completed questionnaires on a set date.

When conducting the survey, consider the following.

1 The questionnaire is designed to help you collect information on four types of services for seniors: special accommodation, health care facilities, health care services, and community support services. All agencies must complete questions 1, 2, 22, 23, 24 and 25. In addition, agencies providing any type of special accommodation must complete questions 3a and 4 to 7; health care facilities must complete questions 3b and 8 to 11; agencies providing health care services must complete questions 3c and 12 to 16; and agencies providing community support services must complete questions 3d and 17 to 21.

2 The S3 Service Providers Survey also allows you to collect information on:

- what days of the week and hours the services are available to seniors;
- what types of eligibility criteria apply to the various types of special accommodation, health care facilities and services provided;
- how much these services and facilities are used; and
- current gaps in services.

When using SENIORS, you can also analyze the information collected and produce and maintain a directory of special accommodation, facilities and support services for distribution to seniors in the community.

3 When you have each agency and group complete a questionnaire, ask it to include any material that describes its services, such as brochures or annual reports. These materials can help you prepare the directory of services described in item 2 above.

4 Regional or provincial agencies provide many services from centres outside the community. You should include these agencies in the S3 Service Providers Survey. Even if agencies cannot break down how they provide the services locally, the services must be included.

Customizing the S3 Service Providers Questionnaire

Service providers may provide one, more than one or all of the four major types of services included in the S3 questionnaire (i.e., special accommodation, health care facilities, health care services, community support services). If you can determine in advance which of these types of services each agency provides, you will be able to customize the S3 questionnaire for them. Here are some examples on how do it.

Example one
If an organization provides special accommodation only, include the following pages in their questionnaire: 1 through 8, 9 through 14, and 37 through 39.

Example two
If an organization provides health care facilities only, include the following pages in their questionnaire: 1 through 8, 15 through 20, and 37 through 39.

Example three
If an agency provides health care services only, include the following pages in their questionnaire: 1 through 8, 21 through 26, and 37 through 39.

Example four
If an agency provides community support services only, include the following pages in their questionnaire: 1 through 8, 27 through 36, and 37 through 39.

Example five
If an agency provides all of the four major types of services included in the questionnaire, provide them with the complete questionnaire.

Instructions for two unique questions of the S3 Service Providers Questionnaire

The S3 Service Providers questionnaire contains two unique types of questions that require special attention when filling them out. These are the questions dealing with eligibility criteria (e.g., questions numbered 5, 9, 14 and 19) and the questions dealing with the days and hours of operation (e.g., questions numbered 13 and 18). The responses to these questions must be linked to the reference numbers of the services identified in questions 3. Below are instructions on how these types of questions should be completed.

Eligibility criteria questions

Questions 5a, 9a, 14a and 19a allow service providers to identify those services for which there are no eligibility criteria by entering the applicable reference numbers of the types of services that they checked in question 3 in the areas within the parentheses.

Example one

If service providers indicate that they provide information and referral services by checking question 3d(1), and there are no special eligibility criteria for this service, they must enter 3d(1) in one of the parentheses of question 19a. This is how questions 3d(1) and 19a should look when completed.

	1 EXISTING CAPACITY No. of seniors that can be served	2 CURRENT LEVEL OF USE No. of seniors currently being served	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3d Community Support Services:			
✔ (1) Information and referral			
___ (2) Seniors counselling service			
___ (3) Emergency response service			
___ (4) Security and protection service			

19 Describe any special eligibility criteria that apply to the community support services provided by your agency or organization. These would include any provisions relating to the age, marital status, religion, ethno-cultural background, health status, level of income, or geographic area of residence of the client group to be served. Please enter the reference numbers of the types of services that you checked in question 3d in the areas provided within the parentheses as applicable.

(a) There are no special eligibility criteria for types	(3d(1))	( )	( )	( )
	( )	( )	( )	( )
(b) The following eligibility criteria apply to types	( )	( )	( )	( )
	( )	( )	( )	( )

Questions 5b–e, 9b–e, 14b–e and 19b–e allow service providers to identify those services for which there are eligibility criteria by entering the applicable reference numbers of the types of services that they checked in question 3 in the areas within the parentheses.

Example two

If service providers indicate that they provide emergency response services by checking question 3d(3), and there are eligibility criteria for this service, they must enter 3d(3) in one of the parentheses of question 19b. Service providers must also write, in the space provided, the eligibility criteria that apply. This is how questions 3d(3) and 19b should look when completed.

	1 EXISTING CAPACITY No. of seniors that can be served	2 CURRENT LEVEL OF USE No. of seniors currently being served	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3d Community Support Services:			
✔ (1) Information and referral			
___ (2) Seniors counselling service			
✔ (3) Emergency response service			
___ (4) Security and protection service			

19 Describe any special eligibility criteria that apply to the community support services provided by your agency or organization. These would include any provisions relating to the age, marital status, religion, ethno-cultural background, health status, level of income, or geographic area of residence of the client group to be served. Please enter the reference numbers of the types of services that you checked in question 3d in the areas provided within the parentheses as applicable.

(a) There are no special eligibility criteria for types (3d(1)) ( ) ( ) ( )
( ) ( ) ( ) ( )

(b) The following eligibility criteria apply to types (3d(3)) ( ) ( ) ( )
( ) ( ) ( ) ( )

Clients must be 65 years of age or older

Days and hours of operation questions

Questions 13 and 18 allow service providers to specify what days of the week and hours of the day the services they provide are available to seniors. They can do this by entering the reference numbers of the types of services they checked in questions 3c and 3d in the area provided within the parentheses at the head of the columns in the charts provided in questions 13 and 18; and by indicating for each type of service provided, the days and hours the services are available.

Example three

If service providers indicate that they provide information and referral services by checking question 3d(1), they should enter this number in the area provided within the parenthesis at the head of one of the columns in the chart provided in question 18 (e.g., the first column). If these services are available to seniors every day of the week from Monday through Friday and from 9:00 a.m. to 4:00 p.m., they should indicate so by entering this time period, in column 3d(1), in the space provided in front of each Monday, Tuesday, Wednesday, Thursday and Friday. When completed, question 18 should look like this.

	TYPES OF SERVICES			
Enter reference numbers here ➪	(3d(1))	( )	( )	( )
	hours	hours	hours	hours
MONDAY	9:00 – 4:00			
TUESDAY	9:00 – 4:00			
WEDNESDAY	9:00 – 4:00			
THURSDAY	9:00 – 4:00			
FRIDAY	9:00 – 4:00			
SATURDAY				
SUNDAY				
	frequency	frequency	frequency	frequency
If service is provided less than once a week (e.g., every other week) please indicate frequency ➪ here				

Other relevant information: _____

_____

_____

CHECKING YOUR PROGRESS

This survey requires several steps. By now you have:

- ☐ listed all agencies and groups providing services to seniors
- ☐ customized the questionnaire if necessary
- ☐ distributed questionnaires to all agencies
- ☐ showed agencies and groups how to answer questions dealing with eligibility criteria and with days and hours of operation
- ☐ collected completed questionnaires from each agency and group

The next step is to compile the data you've collected in surveys S1, S2 and S3.

3 HOW TO TALLY THE RESULTS OF THE S2 SENIORS SURVEY

You can compile the results of the S2 Seniors Survey in two ways: tallying answers by hand; or, as noted earlier, using SENIORS, the computer program companion to this guide. This section provides instructions for a hand tally of the S2 Seniors Survey. If you want to obtain SENIORS, to process and analyze the data, consult CMHC's National Office (see address and telephone number on page 91).

Depending on the number of participants, the hand-tally method will require from two to several days to complete.

You will enter the survey data in tally booklets, each with 29 tally sheets. Allow one tally booklet for every 10 seniors questionnaires. Use the copy of the tally booklet for the S2 Seniors Survey in Part C-6 to make copies of the number of booklets you will need. Make one extra copy to record results from all the booklets, and title it "Tally Booklet Totals."

In tallying the S2 Seniors Survey, follow these step-by-step instructions.

STEP 1 CHECK THAT ALL THE S2 SENIORS SURVEY QUESTIONNAIRES ARE NUMBERED

STEP 2 NUMBER THE TALLY SHEETS AND TALLY BOOKLETS

Number the columns on the booklet tally sheets to correspond to the numbers on the questionnaires. Each column number across the top will correspond to the number of a questionnaire.

The tally sheets already have columns numbered from one to nine, with a "0" (zero) in the tenth column. To number the tally sheets for questionnaires 1 to 10, leave columns one to nine as they are, and write in a "1" beside the "0" in the tenth column to make it "10." For questionnaires 11 to 20, simply write in a "1" before the numbers on columns 1 to 9, and a "2" before the "0" in the tenth column to make it "20." Repeat this procedure until you have enough tally sheet columns to tally all your Seniors Survey questionnaires.

STEP 3 RECORD RESPONSES

To record questionnaire responses, one person should read the responses and another should enter them.

Most questions simply require check marks in the appropriate boxes, but some require a number.

The questions are numbered down the left side of the tally sheets under "Q#," and the types of responses are abbreviated beside the question numbers under "Response."

To tally responses from questionnaire 1, make checks down column 1 on tally sheets 1 to 29 of tally booklet 1.

Leave blank the boxes for any questions that have not been answered.

For most questions, only one box should be marked. For questions 3b, 22b, 23b, 38b, 39, 45, 47, 48, 49b, 54 and 61, more than one box may be marked, since these questions asked for all applicable answers.

STEP 4 MAKE SURE TO RECORD NUMBERS WHEN REQUIRED

For example, questions 10a, 10b, 13a and 14a require that numbers, not check marks, be placed in the boxes on the tally booklet.

STEP 5 MAKE SURE TO TALLY CATEGORIES WHEN REQUIRED

The tally sheet has categories for certain questions that require a number (e.g., questions 2, 5, 6a, 8, 53a, 53b) or a written response (question 50).

In question 41, four categories represent the people who provide services. These categories are: 1. my family; 2. a friend/neighbour ; 3. an agency; 4. someone else. If a community organization, agency or paid employee provides the service, respondents should have checked the third selection.

Categories have also been provided for question 49b. If the respondent chooses to live in a particular location because it is close to services or facilities, check 3—proximity to support services or care facilities.

STEP 6 TALLY TABLES

Five questions (36, 37a, 37b, 40, 61) are in the form of a large table that you need to tally.

To tally these tables, start with the first item and work across the row from left to right. For example, in question 36, start with the first destination listed (i.e., doctor) and move across the row, from left to right, counting the number of responses for each selection: 1. only in the respondent's town; 2. mostly in the respondent's town; 3. elsewhere; and 4. never go.

Follow the same procedure with questions 37a, 37b, 40 and 61.

STEP 7 INSTRUCTIONS FOR SPECIFIC QUESTIONS

Questions 10 and 55

Question 10a asks "the number of bedrooms in the home," and Question 10b asks "the number of persons who live in the home." Make sure to place the numbers from questions 10a and 10b in the appropriate boxes on the tally sheet.

By combining the responses to questions 10 and 55, you can determine the degree of "crowding" in a household.

A household is considered crowded if the number of bedrooms in the dwelling is fewer than the number of bedrooms required by the National Occupancy Standard (NOS) for that household. The NOS is sensitive to both household size and household composition and states that a "suitable dwelling" should accommodate a household according to the following:

- maximum of two and a minimum of one person per bedroom, where:
  - parents are eligible for a bedroom separate from their children;
  - household members aged 18 or more are eligible for a separate bedroom unless married or otherwise cohabitating as spouses; and
  - dependents aged five or over of opposite sex do not share a bedroom.

Use the responses to question 55 to calculate the number of bedrooms required by the NOS. If this number is greater than the number of bedrooms in the home identified in 10a, the household is considered crowded.

For example, someone answers "3" for question 10a and answers question 55 as follows:

	Number of single persons		*Number of persons forming a couple*	
Age group	Male	Female	Male	Female
under 5 years old				
5 to 17 years	2	1		
18 and over		1	1	1

This household would be considered crowded because 4 bedrooms are necessary to house the family members comfortably: 1 for the couple, 1 each for the single females, and 1 to share for the single males under 18.

Households living in a bed-sitting room or a bachelor apartment should be considered crowded only when their response to question 10b is more than "1."

Whenever you find that a household is crowded, place a checkmark in the box for question 55a in the tally booklet.

Question 63

If category 2) or 3) is checked (i.e., respondent spends 30 per cent or more of total household income on shelter costs), the information on tally sheet 29 should be filled in for that household. Go to the column number on tally sheet 29 (Affordability) that corresponds to the person's questionnaire number. Refer to questions 11, 53a and 54, and mark the appropriate boxes.

Finally, if the respondent who spends more than 30 per cent of his or her income on shelter costs lives alone (i.e., 1) is checked for question 54, then mark at the bottom of tally sheet 29 whether this respondent is male or female (question 51).

STEP 8 CALCULATING AVERAGE RESPONSES

For questions 10a(1), 10b, 13a–e and 14 a–b, you must calculate the averages. Add all the numbers in the boxes on the tally sheets and divide the total by the number of persons who answered that question.

For example, if the yearly property taxes reported by 22* owners in question 13a add up to $11,000, this number should be divided by 22 ($11,000 / 22 = $500). Then record this average in the "TOTAL" column of the Tally Booklet Totals. Follow the same procedure for questions 10a(1), 10b, 13a, 13b, 13c, 13d, 13e, 14a and 14b.

** This number should not include owners who did not provide an answer, but should include owners who reported zero expenditure.*

STEP 9 TOTALLING RESPONSES (OTHER THAN AVERAGE RESPONSES)

Once a tally booklet is completed, count the check marks in each row and place the total in the "TOTAL" column.

When each tally booklet has been totalled, combine the totals from all booklets in the "TOTAL" column of the Tally Booklet Totals. The final totals for each question on the questionnaire make up the results of the S2 Seniors Survey.

STEP 10 INFORMATION NOT INCLUDED IN THE TALLY BOOKLET

The tally booklet does not provide space for answers to questions 42 and 50. If these questions are of interest to the community, record the responses on a separate sheet of paper.

In addition, the tally booklet does not include all the details that a respondent may provide. In questions where there is an "other" category, the respondent may specify what this refers to. The tally booklet simply records that the "other" category was checked. In several questions, as well, respondents may give reasons

why a particular category was checked. For example, in question 18, a respondent may say that he or she would not consider building a private suite at home because it would cost too much. In the tally booklet, this response would be recorded simply as a "No." If any of the detailed responses are of interest in your community, record them separately.

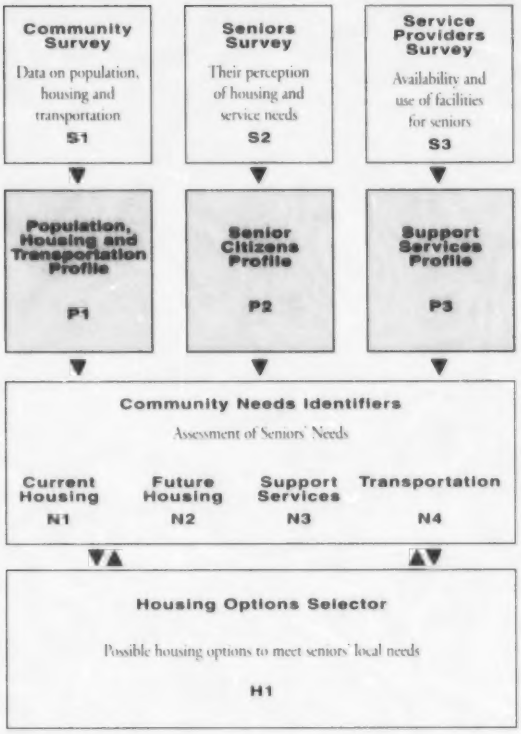
CHECKING YOUR PROGRESS

Check the following items to ensure that the tally booklet is complete.

- ☐ S2 Seniors Survey questionnaires are all assigned a number
- ☐ enough tally booklets are available for the entire survey
- ☐ questionnaire numbers are entered on tally sheets for all tally booklets
- ☐ responses from all S2 Seniors Survey questionnaires are entered in the tally sheet
- ☐ the "TOTAL" column on each tally sheet is completed
- ☐ TOTAL for each question in all tally booklets is added for an overall TOTAL (in a separate booklet of the Tally Booklet Totals)

4 HOW TO DEVELOP PROFILES OF YOUR COMMUNITY'S SENIORS, THEIR HOUSING AND AVAILABLE SERVICES

All the data you require to assess your seniors housing, transportation and support service needs should now be collected and tallied (or processed). Starting here, your task is to produce information to be used in the final assessment and workshop. You are now at the second stage of the information model. In this stage, you will prepare three profiles: *P1 Population, Housing and Transportation Profile, P2 Senior Citizens Profile and P3 Support Services Profile.*



Instructions for preparing the three profiles are given below. The reporting forms are provided in Part C-7.

P1 POPULATION, HOUSING AND TRANSPORTATION PROFILE

This profile records data on population trends among seniors in the community, current housing and available transportation services. The population data can be transferred into Part A of the Profile from the population data files found in SENIORS, the computer program companion to this guide. (Alternatively, you can obtain these data from Statistics Canada.) The data on current housing have been consolidated in S1 Community Survey Worksheet 3, Total Housing Inventory. The data on transportation services have been gathered on the S1 Community Survey Worksheet 4, Transportation Services Data.

You will now be transferring data from the S1 Community Survey Worksheets 3 and 4 to the P1 Profile as follows.

From worksheet	***To P1 Profile***
3 *Housing Inventory*	**B** *Housing Stock Level*
■ enter total number of existing bachelor, 1- and 2-bedroom units (column 1)	■ in row 1 (as indicated separately for public, private and non-profit housing)
■ enter total number of bachelor, 1- and 2-bedroom units under construction (column 2)	■ in row 2 (as indicated separately for public, private and non-profit housing)
■ enter total number of bachelor, 1- and 2-bedroom units (column 3)	■ in row 3 (as indicated separately for public, private and non-profit housing)
■ enter total number of vacant bachelor, 1- and 2-bedroom units (column 4)	■ in row 4 (as indicated separately for public, private and non-profit housing)
■ enter total number of people on waiting list for bachelor, 1- and 2-bedroom units (column 5)	■ in row 5 (as indicated separately for public, private and non-profit housing)
■ enter total average rents/fees for bachelor, 1- and 2-bedroom units (column 6)	■ in row 6 (as indicated separately for public, private and non-profit housing)
4 *Transportation Services Data*	**C** *Transportation Services*
■ for each service listed, 1 through 6, enter availability and frequency	■ in available and service frequency columns

P2 SENIOR CITIZENS PROFILE

This profile records selected data from the S2 Seniors Survey. It is an overview of the characteristics of the current seniors population by:

1. age, health and income;
2. current housing; and
3. difficulties with housing, transportation and activities of daily living.

When you have tallied all S2 Seniors Survey questionnaires, transfer the results to the P2 Profile as follows.

- On the left side of the profile sheet is a set of numbers that correspond *both* to the Seniors Survey questions and to the results in the tally booklet. Enter the totals from the Tally Booklet Totals into the appropriate blanks on the P2 Profile. These totals will be the combined total of all tally booklets.

Two characteristics on the profile need extra steps before data can be entered from the Tally Booklet Totals.

1. *Typical Value of Home (question 12)*: This value is obtained from question 12 on Tally Sheet 3 of the Tally Booklet Totals. Enter the home value category with the most responses (e.g., if category 2) has the most responses, enter "$50,000–99,000" on this line). This will be the most common value of housing occupied by home-owning seniors.
2. *Average Yearly Housing Costs (questions 13, 14)*: Two entries must be calculated for owners and for renters. The necessary data are in questions 13a–e and 14a and 14b of the Tally Booklet Totals. Calculate the average yearly housing costs for owners and renters as follows (check step eight, page 66, for tallying survey results).

For owners

- Add together the total average yearly property taxes on line 13a(2), the total average yearly maintenance costs on line 13b(2), the total average yearly utility costs on line 13c(2), the total average yearly mortgage payments on line 13d(2), and the total average yearly condominium fees on line 13e(2). This total will be the total average yearly housing costs.
- Enter this total on the line for "Average Yearly Housing Costs for Owners."

For renters

- Add the total average yearly rent or co-op fees on line 14a(2) and the total average yearly utility cost on line 14b(2), and enter the sum on the line "Average Yearly Housing Costs for Renters."

P3 SUPPORT SERVICES PROFILE

This profile identifies the support services and facilities available in your community. It describes:

1. capacity;
2. how much these services and facilities are being used;
3. unused capacity; and
4. any waiting lists for them.

It covers four major categories of support services: a) special accommodation; b) health care facilities; c) health care services; and d) community support services.

To complete P3 profile, follow four steps.

1. Sort the S3 Service Providers Survey questionnaires into the categories listed above. On P3 Support Services Profile, each category lists its types of services and facilities. If you have a completed questionnaire for a support service not listed, put it in the category it belongs to (i.e., special accommodation, health care facilities, health care services, or community support services), and mark it under "other."
2. Tally the "total" answers in questions 3a–d from all questionnaires.
3. Beside each type of facility or service listed in P3 Support Services Profile, enter:
   - in column 1, the "total" answers for existing capacity of operation;
   - in column 2, the "total" answers for current level of use; and
   - in column 4, the "total" answers for number of people on the waiting list.
4. Calculate column 3 (unused) by subtracting the value in column 2 (level of use) from the value in column 1 (existing).

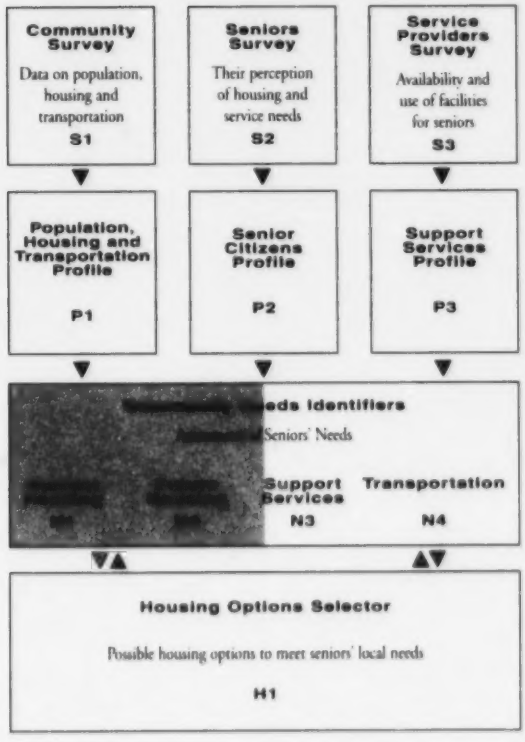
CHECKING YOUR PROGRESS

Check these items on the P1, P2 and P3 profiles:

- ☐ name of your community is in the top box of all three profiles
- ☐ date when the data were obtained is on all three profiles
- ☐ number of respondents is entered in the second box of the P2 Senior Citizens Profile
- ☐ all relevant spaces for data are filled in

5 HOW TO IDENTIFY YOUR SENIORS' CURRENT AND FUTURE NEEDS

The three profiles you have just completed provide a backdrop for estimating seniors' current and future needs for housing. You are now in the third stage of the information model. The next step is to describe those needs on two Community needs Identifiers, N1 and N2, using data from the S2 Seniors Survey and P1 Population, Housing and Transportation Profile. The N1 Current Housing Needs Identifier establishes how many seniors' households currently have housing problems. The N2 Future Housing Needs Identifier estimates housing needs over the next five to seven years. The N1 and N2 Community Needs Identifiers are in Part C-8.



N1 CURRENT HOUSING NEEDS IDENTIFIER

The data recorded on this form follow the concept of "core housing need" used by federal, provincial and territorial housing officials. This concept identifies three dimensions of housing problems.

1 *Crowding* measures the number of people occupying a dwelling. A household is considered crowded if the number of bedrooms in the dwelling is fewer than the number of bedrooms required by the National Occupancy Standard. To find out how to determine the degree of "crowding" in a household, see questions 10 and 55 under step seven, "Instructions for specific questions," page 64 in Part B-3.

2 *Housing condition* (sometimes called adequacy) measures the physical deficiencies of a dwelling, such as the need for major repairs and the lack of basic facilities.

3 *Affordability* measures the cost of housing relative to available income. Spending 30 per cent or more of a household's income on housing is considered a problem.

To complete the N1 Current Housing Needs Identifier, follow these instructions:

Crowding

Enter the total number of crowded households. The data are in the Tally Booklet Totals for questions 55a under the heading "Crowding."

Housing condition

The data are in the Tally Booklet Totals for questions 15 and 16. The number of seniors' dwellings requiring minor repairs is the total for question 16(2); the number requiring major repairs is the total for question 16(3).

The number with specific design problems are the totals for questions 15a–h.

Affordability

The number of households with a shelter cost problem is in the Tally Booklet Totals for questions 63(2) and 63(3).

N2 FUTURE HOUSING NEEDS IDENTIFIER

The data recorded on this form describe two facets of future housing needs: mobility and future demand.

1 *Mobility* of seniors in the community is important because it identifies probable vacancies in the housing seniors now occupy, and the type of housing and location those moving will seek.

2 *Future demand* can be partially identified from the waiting lists for seniors subsidized housing. The number of seniors expected to move into the community will also affect the demand for both subsidized and private-sector housing.

The N2 Future Housing Needs Identifier is in Part C-8. To complete it, follow these instructions:

Mobility

1 The total number of seniors planning to move from their present homes is in the Tally Booklet Totals for question 43(1); those planning to move within one year are in the Tally Booklet Totals for question 44(1). To estimate those planning a move within five years, add the totals for 44(1), 44(2) and 44(3).

2 The preferred locations of those seniors planning a move are in the Tally Booklet Totals for question 46 as follows:

- "same city or town" = 46(1)
- "surrounding city or town" = 46(2)
- "in region" = 46(3)
- "elsewhere" = 46(4+5+6)

3 The types of dwellings preferred by those seniors planning a move are in the Tally Booklet Totals for question 48 as follows:

"detached house" = 48(1)
"apartment" = 48(3)
"seniors housing" = 48(5)
"care home" = 48(6)

Future demand

1 The number of seniors on waiting lists for both subsidized and private housing is in Part B of the P1 Population, Housing and Transportation Profile (see page 1 in Part C-7).

2 The number of new seniors by 2001 can also be taken from data recorded in the P1 Population, Housing and Transportation Profile. Subtract the number of people "65+" for 1996 from the estimate for 2001. If the result is positive, record the difference; if negative or zero, record "zero."

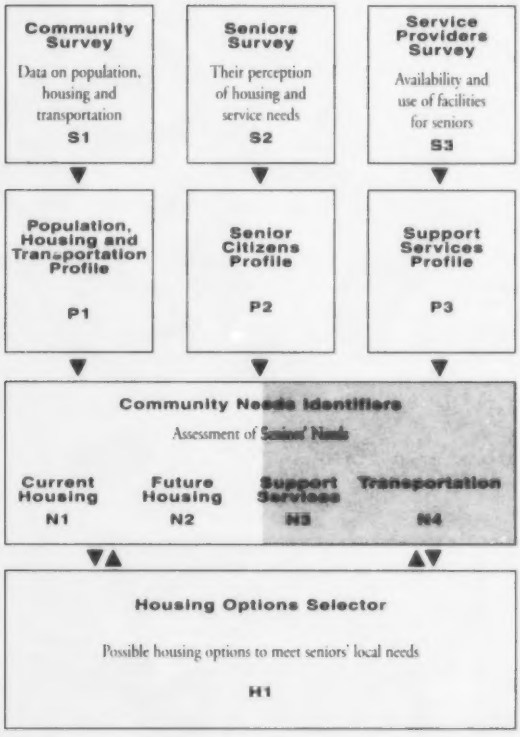
CHECKING YOUR PROGRESS

Check the following items to ensure the N1 and N2 Community Needs Identifiers are complete.

- ☐ name of your community is in the top box of the N1 and N2 forms
- ☐ number of seniors responding to the S2 Seniors Survey is in the second box on both forms
- ☐ dates when the data were collected are entered on both forms
- ☐ all spaces for data are filled in

6 HOW TO IDENTIFY THE SUPPORT SERVICE AND TRANSPORTATION NEEDS OF YOUR SENIORS

As discussed in Part A, housing needs for seniors should not be considered alone. Seniors needs for support services and transportation could affect the kind of housing they need. N3 and N4 are part of the set of needs identifiers at the third stage of the information model. N3 Seniors' Current Support Service Needs identifies current support service needs; N4 Seniors' Current Transportation Needs deals with current transportation needs. These community needs identifiers are in Part C-9 (see pages 1 and 2). The data for these forms were collected through the S2 Seniors Survey and should already be recorded in the Tally Booklet Totals.



N3 SENIORS' CURRENT SUPPORT SERVICE NEEDS

The data recorded on this form follow the concepts of "Activities of Daily Living," called ADL in the field of gerontology. The S2 Seniors Survey asked questions about 16 types of support services. In each case, respondents were asked whether they thought they needed the service and whether they were getting the service now. The difference between these two responses provides an estimate of the unmet needs among the community's seniors.

To complete the N3 Seniors' Current Support Service Needs Identifier, follow these instructions:

1. Enter data from two parts of the Tally Booklet Totals for questions 41a–p as follows.
2. In column 1, Not Receiving Help, record the totals for "Receiving Help—No."
3. In column 2, Not Receiving Help but Need No Help, record the totals for "Need Help—No."
4. For each support service, subtract the value in column 2 (Not Receiving Help but Need No Help) from the value in column 1 (Not Receiving Help) and enter the difference in column 3 (Unmet Need). If there is no difference, enter zero. Occasionally, you may encounter a negative difference (i.e., column 2 is larger than column 1). In such cases, assume that those who are not receiving the service do not need the service and enter zero in column 3.

N4 SENIORS' CURRENT TRANSPORTATION NEEDS

Seniors may need transportation for three reasons:

1. no one in the household drives;
2. even if someone in the household drives, seniors often have difficulty getting around; and
3. seniors may want to go to another area.

To complete the N4 Seniors' Current Transportation Needs Identifier (see page 2 in Part C-9), follow these instructions:

1. The number of households with no driver is found in the Tally Booklet Totals for question 34a(2). Enter this number under "Transportation Dependency."
2. The number of respondents having difficulty getting around is in the Tally Booklet Totals for question 38a. Add the totals for (1) and (2)—"Very Often" and "Fairly Often"—and enter the sum under "Transportation Difficulty."
3. The reasons for transportation difficulties are in the Tally Booklet Totals for question 38b. Enter the totals for the first five categories in the spaces provided.

4 For "Access to Non-Local Destinations," the numbers are in the Tally Booklet Totals. Enter the totals for the "Elsewhere" category for questions 36a–g.

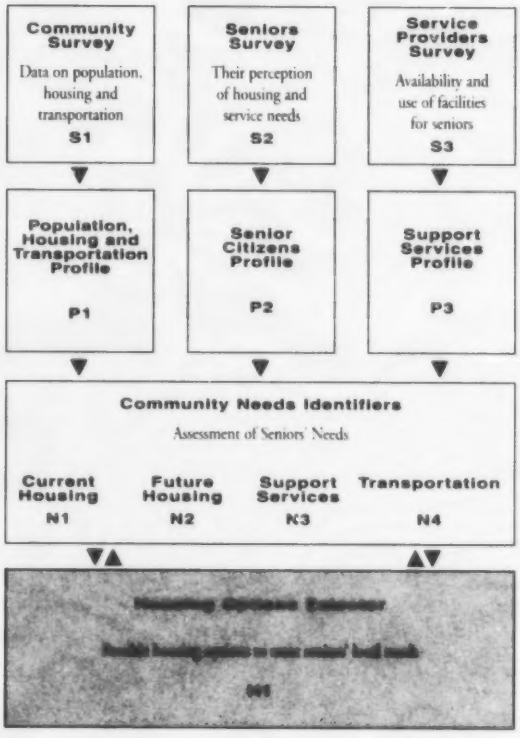
CHECKING YOUR PROGRESS

Check the following items to ensure that the Community Needs Identifiers N3 and N4 are complete:

- ☐ name of your community is entered in the top box on the N3 and N4 forms
- ☐ number of seniors responding to the S2 Seniors Survey is in the second box on both forms
- ☐ dates to which the data refer are entered on both forms
- ☐ all spaces for data are filled in

7 HOW TO IDENTIFY THE HOUSING OPTIONS YOUR SENIORS PREFER

You are now at the final stage of the information model. Your task is to review seniors' housing preferences. The H1 Housing Options Selector is designed to help you in this review. It shows seniors' preferences among 17 housing options. It also records their preferences on the age mix and location of housing.



The housing options on the H1 Housing Options Selector are from CMHC's publication *Housing Choices for Older Canadians*, available at CMHC offices across Canada. The H1 Housing Options Selector is in Part C-10.

H1 HOUSING OPTIONS SELECTOR

The S2 Seniors Survey asked about a wide range of housing options, from home-sharing to seniors apartments. Seniors were asked whether they would seriously consider, maybe consider or not consider each option. Their responses show which housing options they favour most.

Seniors were also asked about the age mix they preferred in a housing complex and whether they wanted to remain in their present community or move elsewhere.

To complete the H1 Housing Options Selector, follow these instructions:

Housing options

1 The data to complete this section are in the Tally Booklet Totals for questions 17 to 32 (except 22 and 24) and question 64.

2 Follow the tally sheet numbers in the left column of the H1 form and enter the number saying "yes" in the "Seriously Consider" column for each option.

3 Enter the number saying "Maybe" in the "Maybe Consider" column for each option.

Age mix and location preferences

1 The data to complete this section are in the Tally Booklet Totals for questions 33 and 49.

2 Follow the tally sheet numbers in the left column of the H1 form and enter the number of respondents that preferred each age mix for questions 33(1), 33(2) and 33(3).

3 The number of respondents preferring to remain in their location is the total for question 49a(1). Enter this number in the "Prefer to Remain in this Location" row.

4 The number preferring housing in the centre of a city or town is the total for question 49c(1). Enter this number in the "Prefer Housing in the Centre of Location" row.

CHECKING YOUR PROGRESS

Check the following items to ensure that the H1 Housing Options Selector is complete:

- ☐ name of your community is in the top box of the H1 form
- ☐ number of seniors responding to the S2 Seniors Survey is in the second box on the form
- ☐ date of the data is on the form
- ☐ all space for data are filled in

8 HOW TO USE YOUR FINDINGS FOR PLANNING HOUSING, SUPPORT SERVICES AND TRANSPORTATION

The facts gathered through the three surveys and transcribed onto the profiles are now ready for the community to use. These facts about seniors and their housing and support service needs will be useful in many ways as your community considers the steps it now needs to take. They are a record of:

1. the housing, support services and transportation currently available for seniors;
2. seniors' needs for housing, support services and transportation;
3. the gaps between needs and the current situation; and
4. seniors' preferences for housing options.

These facts can now go to the community. Holding a community meeting is a good way to end the data-gathering phase and begin planning. Follow the same steps taken to arrange the organizational meeting when you started the project. Publicize the meeting well, and invite everyone you invited before and everyone who helped with the project. It is important that government agencies be represented. You could consider asking one of them to sponsor the meeting.

The community meeting has two objectives:

1. to present the findings of the project; and
2. to launch planning to meet seniors' needs and preferences for housing and support services.

The following sections provide guidelines to meet these objectives.

1 PRESENTING THE FINDINGS

The eight reporting forms P1 through H1 make up the needs assessment for seniors housing and support services in your community. These forms can be combined to make a booklet that will present all the facts together. A cover page is provided in Part C-11. Make copies of the this booklet available at the meeting.

The sequence of reporting forms in the booklet provide a natural agenda for presenting the survey findings. Start with the facts about the community and its seniors, then present the needs and, finally, discuss seniors' housing preferences.

Be sure to establish the current situation first. Describe the services that exist and the gaps that are apparent. The community must first face these facts and acknowledge them. Leave lots of time to discuss what to do about them.

At the community meeting and in the planning process, you may need to supplement the facts in forms P1 through H1 with additional data from the questionnaires. For example, the N3 Current Support Service Needs Identifier does not tell you who currently provides services to seniors. For answers, you must go back to the tally booklet, or even to the questionnaires.

In using the reporting forms, things that should be particularly noted include:

From P1: trends in seniors populations statistics, especially increases in the number and average age of seniors in the future. Note too the availability of rental housing and transportation alternatives to personal automobiles.

From P2: seniors' health and income, current housing costs, the age of housing they occupy, and noted difficulties. These are all important clues to their needs.

From P3: the array of current support services and facilities, and any major gaps between seniors' needs and the community's resources. Large waiting lists also indicate unmet needs.

From N1: the number of seniors living in crowded conditions, in homes needing repair and/or with affordability problems.

From N2: substantial numbers of seniors planning to move from their dwellings, their reasons for moving, where they prefer to live, and the type of homes they prefer.

From N3: the support services seniors most often say they need but do not currently get.

From N4: the number of seniors' households that do not have personal automobiles, the number of seniors who often have problems getting around and the number who travel to other areas for services.

From H1: the most favoured housing options, seniors' preferred age mix and location of housing projects.

After you describe the findings, you should also consider other important aspects of the survey results. For example, some needs identified in the Community Needs Identifiers may require the establishment of a new service (e.g., subsidized housing where none exists now). Others may require improvements to existing services (e.g., expanding home support to include home maintenance and repairs).

You may also want to rank seniors' needs and preferences, or note that by enabling seniors to live independently in their own homes through improved access to community-based support services, the need for long-term institutions, such as nursing homes, might be reduced.

When reviewing what options seniors favour, consider a number of points, including:

1. which options are available in your province or territory;
2. which options could be implemented with local resources and by non-profit organizations;
3. which options the private sector could provide; and
4. which options seniors themselves could initiate and implement.

Your regional, provincial or territorial housing agencies, as well as private and non-profit organizations, can help you with these points.

2 THE NEXT STEPS

This needs assessment is an important starting point for your community. The community must now decide whether there are vital needs that must be addressed, and if so, how to address them. The next step is to plan for meeting those needs. The needs assessment has already taken you through three significant planning stages:

1. gathering the facts about the problem;
2. identifying the need; and
3. examining possible options.

Next, the community and seniors housing and support service authorities must work together to develop solutions. It is now time to bring others in.

9 HOW TO OBTAIN ADDITIONAL INFORMATION

This section contains some sources of information that may help you during and after the surveys. Included are four lists, complete with addresses and telephone numbers of federal, provincial and territorial agencies, that can help you get data for the S1 Community Survey. These agencies may also be able to help with other aspects of your project. The final part of the section presents publications concerned with seniors and housing, as well as videotapes on aging in Canada.

AGENCIES

9.1 provincial and territorial housing agencies 88

9.2 selected offices of Canada Mortgage and Housing Corporation 91

9.3 Statistics Canada regional reference centres 96

9.4 provincial and territorial statistics bureaus 99

PUBLICATIONS AND VIDEOTAPES

9.5 publications cited in the introduction 103

9.6 publications concerned with seniors and housing, and videotapes on aging in Canada 103

9.1 PROVINCIAL AND TERRITORIAL HOUSING AGENCIES

Newfoundland and Labrador

Newfoundland and Labrador Housing Corporation
P.O. Box 220
2 Canada Drive
St. John's NF A1C 5J2

tel: 709 745-0100
fax: 709 724-3250
Web site: www.gov.nf.ca/mpa/nlhc.htm

Prince Edward Island

Queen's Region Health and Community Services
Housing Services
3 Queen Street
P.O. Box 2000
Charlottetown PE C1A 7N8

tel: 902 368-5770
fax: 902 368-5471
No Web site at time of publication

Nova Scotia

Nova Scotia Department of Housing and Municipal Affairs
Summit Place
1601 Lower Water Street
P.O. Box 216
Halifax NS B3J 2M4

tel: 902 424-4141
fax: 902 424-0531
Web site: www.gov.ns.ca

New Brunswick

Municipalities, Culture and Housing
Marysville Place, 3rd Floor
P.O. Box 6000
Fredericton NB E3B 5H1

tel: 506 453-2690
fax: 506 457-4991
Web site: www.gov.nb.ca/mch/index.htm

Québec

Société d'habitation du Québec
1054, rue Louis-Alexandre-Taschereau
Aile Conroy, 2e étage
Québec QC G1R 5E7

tel: 418 643-7676
toll free in Québec: 1 800 463-4315
fax: 418 643-4560
Web site: www.gouv.qc.ca/minorg/indexa.htm

Ontario

Ontario Ministry of Municipal Affairs and Housing
777 Bay Street, 17th Floor
Toronto ON M5G 2E5

tel: 416 585-7041
fax: 416 585-6227
Web site: www.mmah.gov.on.ca

Manitoba

Manitoba Housing Authority
100-185 Smith Street
Winnipeg MB R3C 3G4

tel: 204 945-8647
fax: 204 948-2013
Web site: www.gov.mb.ca

Saskatchewan

Saskatchewan Housing Corporation
1855 Victoria Avenue
Regina SK S4P 3V7

tel: 306 787-4177
fax: 306 787-4161
Web site: www.gov.sk.ca/govt/munigov/housing

Alberta

Alberta Housing and Consumer Affairs
Commerce Place
10155-102 Street
Edmonton AB T5J 4L4

tel: 403 427-8164
fax: 403 427-0418
Web site: www.gov.ab.ca/~ma/

British Columbia

B.C. Housing Management Commission Home Office
4330 Kingsway, Suite 1701
Burnaby BC V5H 4G7

tel: 604 433-1711
fax: 604 439-4722
Web site: www.homeweb.bchmc.bc.ca

Northwest Territories

NWT Housing Corporation
P.O. Box 2100
Yellowknife NT X1A 2P6

tel: 403 873-7795
fax: 403 920-2459
Web site: www.nwthc.gov.nt.ca

Yukon

Yukon Housing Corporation
410A Jarvis Street
P.O. Box 2703 Government of Yukon
Whitehorse YT Y1A 2C6

tel: 867 667-5751
fax: 867 667-3664
Web site: www.gov.yk.ca

9.2 SELECTED OFFICES OF CANADA MORTGAGE AND HOUSING CORPORATION

National Office

700 Montreal Road
Ottawa ON K1A 0P7

tel: 613 748-2000
automated attendant: 613 748-2300
fax: 613 748-2098
TTY: 613 748-2143
Web site: www.cmhc-schl.gc.ca

Atlantic Business Centre

1 Brunswick Square, Suite 1410
P.O. Box 7320, Station "A"
Saint John NB E2L 4S7

tel: 506 636-4460
fax: 506 636-4607
TTY: 506 636-5369

Charlottetown Branch Office

Royal Trust Building
119 Kent Street
Suite 300, 3rd Floor
Charlottetown PE C1A 1N3

tel: 902 566-7336
fax: 902 566-7350
TTY: 902 566-7079

Fredericton Branch Office

King's Place
440 King Street, Suite 370
P.O. Box 158
Fredericton NB E3B 5R2

tel: 506 452-3050
fax: 506 451-6066, 452-3388, 452-3904
TTY: 506 452-3250

Halifax Branch Office

7001 Mumford Road, Halifax Shopping Centre
Tower 1, Suite 300
P.O. Box 9315, Station "A"
Halifax NS B3L 4N8

tel: 902 426-3530
fax: 902 426-9991

St. John's Branch Office

The Prince Charles Building
120 Torbay Road
P.O. Box 9400, Station "A"
St. John's NF A1A 3V6

tel: 709 772-4400
fax: 709 726-1166, 726-7014
TTY: 709 772-3748

Québec Business Centre

Place du Canada, 11th Floor
1010 de La Gaucheterière Street West
Montreal QC H3B 2N2

tel: 514 283-4464
fax: 514 283-7595
TTY: 613 748-2447

Québec Branch Office

Tour Belle Cour
2600 Laurier Boulevard
Suite 2800, 8th Floor
P.O. Box 70
Sainte-Foy QC G1V 4C8

tel: 418 649-8080
fax: 418 649-8099
TTY: 418 648-3087

Ontario Business Centre

100 Sheppard Avenue East, Suite 500
North York ON M2N 6N5

tel: 416 221-2642
fax: 416 218-3310
TTY: 416 221-6912

Toronto Branch Office

650 Lawrence Avenue West
Toronto ON M6A 1B2

tel: 416 781-2451
fax: 416 781-4473
TTY: 416 789-8786

Prairie and Northwest Territories Business Centre

708 11th Avenue SW, Suite 500
P.O. Box 2560
Calgary AB T2R 0E4

tel: 403 292-6200
fax: 403 292-6238
TTY: 306 975-4968

Edmonton Branch Office

10405 Jasper Avenue, Suite 210
Edmonton AB T5J 3N4

tel: 403 423-8700
fax: 403 423-8702
TTY: 1 888 841-4975

Winnipeg Branch Office

10 Fort Street, 4th Floor
P.O. Box 964
Winnipeg MB R3C 2V2

tel: 204 983-5600
fax: 204 983-8046
TTY: 204 983-5804

Regina Branch Office

3303 Hillsdale Street
P.O. Box 1186
Regina SK S4P 3B6

tel: 306 780-5880
fax: 306 780-6645
TTY: 306 780-8317

Saskatoon Branch Office

119-4th Avenue South, Suite 301
P.O. Box 1107
Saskatoon SK S7K 5X2

tel: 301 975-4900
fax: 306 975-6066
TTY: 306 975-4968

British Columbia and Yukon Business Centre

2600 Granville Street, Suite 400
Vancouver BC V6H 3V7

tel: 604 731-5733
fax: 604 737-4139
TTY: 613 748-2447

Whitehorse Branch Office

Elijah Smith Building
300 Main Street, Suite 103
Whitehorse YT Y1A 2B5

tel: 867 633-7530
fax: 867 633-7542
TTY: 613 748-2447

9.3 STATISTICS CANADA REGIONAL REFERENCE CENTRES

Telecommunications Device for the Hearing Impaired **1 800 363-7629**

Toll-Free Order Only Line (Canada and United States) **1 800 267-6677**

Atlantic Region

Serving the provinces of Newfoundland and Labrador, Nova Scotia, Prince Edward Island and New Brunswick.

Statistics Canada
Advisory Services
North American Life Centre
1770 Market Street, 3rd Floor
Halifax NS B3J 3M3

toll-free: 1 800 263-1136
local tel: 902 426-5331
fax: 902 426-9538

Quebec Region

Statistics Canada
Advisory Services
200 René Levesque Blvd. W.
Guy Favreau Complex
4th Floor, East Tower
Montreal QC H2Z 1X4

toll-free: 1 800 263-1136
local tel: 514 283-5725
fax: 514 283-9350

National Capital Region

Statistics Canada
Statistical Reference Centre (NCR)
R.H. Coats Building, Lobby
Holland Avenue
Ottawa ON K1A 0T6

local tel: 613 951-8116
fax: 613 951-0581
e-mail: infostats@statcan.ca
If outside the local calling area, please dial the toll-free number for your region.

Ontario Region

Statistics Canada
Advisory Services
Arthur Meighen Building, 10th Floor
25 St. Clair Avenue East
Toronto ON M4T 1M4

toll-free: 1 800 263-1136
local tel: 416 973-6586
fax: 416 973-7475

Prairie Region

Serving the provinces of Manitoba, Saskatchewan, Alberta and the Northwest Territories.

Statistics Canada
Advisory Services
Via Rail Building, Suite 200
120 Main Street
Winnipeg MB R3C 4V9

toll-free: 1 800 263-1136
local tel: 204 983-4020
fax: 204 983-7543

Statistics Canada
Advisory Services
Park Plaza, Suite 440
2365 Albert Street
Regina SK S4P 4K1

toll-free: 1 800 263-1136
local tel: 306 780-5405
fax: 306 780-5403

Statistics Canada
Advisory Services
Park Square, 8th Floor
10001 Bellamy Hill
Edmonton AB T5J 3B6

toll-free: 1 800 263-1136
local tel: 403 495-3027
fax: 403 495-5318

Statistics Canada
Advisory Services
Discovery Place, Room 201
3553 31 Street NW
Calgary AB T2L 2K7

toll-free: 1 800 263-1136
local tel: 403 292-6717
fax: 403 292-4958

Pacific Region

Serving the province of British Columbia and the Yukon Territory.

Statistics Canada
Advisory Services
Library Square Office Tower
600-300 West Georgia Street
Vancouver BC V6B 6C7

toll-free: 1 800 263-1136
local tel: 604 666-3691
fax: 604 666-4863

9.4 PROVINCIAL AND TERRITORIAL STATISTICS BUREAUS

Newfoundland

Department of Finance
Economics and Statistics Branch
Confederation Building, East Block, Main Floor,
P.O. Box 8700
St. John's NF A1B 4J6

tel: 709 729-0864
fax: 709 729-0393
Web site: www.gov.nf.ca/fin/branch.htm

Prince Edward Island

Department of Provincial Treasury
Fiscal Management Division
Walter Shaw Building, South End
95 Rochford Street, 3rd Floor
P.O. Box 2000
Charlottetown PE C1A 7N8

tel: 902 368-4030
fax: 902 368-4034
Web site: www.gov.pe.ca/pt/index.asp

Nova Scotia

Statistics Division
Department of Finance
Provincial Building
1723 Hollis Street 6th Floor
P.O. Box 187
Halifax NS B3J 2N3

tel: 902 424-5691
fax: 902 424-0714
Web site: www.gov.ns.ca/fina/stats.div

New Brunswick

New Brunswick Statistics Agency
Department of Finance
Centennial Building, 2nd Floor
P.O. Box 6000
Fredericton NB E3B 5H1

tel: 506 453-2381
fax: 506 453-7970
Web site: www.gov.nb.ca/finance/org.htm

Québec

Bureau de la statistique du Québec
200 Chemin Sainte-Foy, 3ième Etage
Québec QC G1R 5T4

toll-free: 1 800 463-4090
local tel: 418 691-2401
fax: 418 643-4129
Web site: www.bsq.gouv.qc.ca/bsq

Ontario

Note: Ontario does not have a provincial statistical agency, however, demographical information may be obtained at:

Ministry of Finance
Labour Economics Branch
Frost Building North
95 Grosvenor Street, 5th Floor
Toronto ON M7A 1Z1

tel: 416 325-0816
fax: 416 325-0841

Manitoba

Manitoba Bureau of Statistics
824-155 Carlton Street
Winnipeg MB R3C 3H8

tel: 204 945-2982
fax: 204 945-0695
Web site: www.tradenet.ca/man_stats

Saskatchewan

Saskatchewan Bureau of Statistics
2350 Albert Street, 5th Floor
Regina SK S4P 4A6

tel: 306 787-6327
fax: 306 787-6311
Web site: www.gov.sk.ca/bureau.stats

Alberta

Alberta Treasury, Statistics
Terrace Building
9515 107th Street, Room 259
Edmonton AB T5K 2C3

tel: 403 427-3099
fax: 403 429-0409
Web site: www.treas.gov.ab.ca

British Columbia

BC STATS
553 Superior Street
P.O. Box 9410 Stn Prov Govt
Victoria BC V8W 9V1

tel: 250 387-1502
fax: 250 387-0329
Web site: www.bcstats.gov.bc.ca

Yukon

Bureau of Statistics (A-8C)
Executive Council Office
Lynn Building
308 Steele Street, 4th Floor
P.O. Box 2703
Whitehorse YT Y1A 2C6

tel: 403 667-5640
fax: 403 393-6203
Web site: www.yukonweb.com/government/ybs

Northwest Territories

NWT Bureau of Statistics
Government of the Northwest Territories
YK Centre, 2nd Floor
Franklin Avenue & 48th Street
P.O. Box 1320
Yellowknife NT X1A 2L9

tel: 403 873-7147
fax: 403 873-0275
Web site: www.stats.gov.nt.ca

9.5 PUBLICATIONS CITED IN THE INTRODUCTION

Fuller, A. *Toward an Understanding of the Rural Elderly.* Toronto: Ontario Seniors' Advisory Council (1980).

Hodge, G. *Seniors in Canada's Small Towns: Recent Trends and Their Implications.* Vancouver: University of British Columbia, Centre for Human Settlements; Occasional Paper No. 43 (1987).

Hodge, G. and M.A. Qadeer. *Townsand Villages in Canada: The Importance of Being Unimportant.* Toronto: Butterworths (1983).

Martin-Matthews, A.E. and A. Vanden Heuvel. *Methodological issues in Research on Aging in Rural vs. Urban Environments.* Guelph: University of Guelph, Gerontology Research Centre (1985).

9.6 PUBLICATIONS CONCERNED WITH SENIORS AND HOUSING, AND VIDEOTAPES ON AGING IN CANADA

1. Background on Trends in Aging

Canada. Canada's Seniors. *A Dynamic Force.* Ottawa: Minister of Supply and Services Canada (1988). Cat. No. H88-3/1-1988.

Canada. Department of National Health and Welfare and Statistics Canada. *Fact Book on Aging in Canada.* Ottawa: Supply and Services Canada (1983).

Canada. Statistics Canada. *Canada's Seniors.* Ottawa: Supply and Services Canada; 1986 Census Monograph 98-121 (n.d.).

Dahms, F. *Population Migration and the Elderly: Ontario 1971-1981.* Guelph: University of Guelph; Occasional Papers in Geography No. 9 (1987).

Foot, D. *Boom, bust & echo: how to profit from the coming demographic shift.* Toronto: Macfarlane Walter & Ross (1996).

Gutman, G. and Hodge, G. *Housing and Support Service Needs and Preferences of Rural Seniors From Three Regions in Canada.* Vancouver: Simon Fraser University, Gerontology Research Centre; A Report to Canada Mortgage and Housing Corporation (1990).

Stone, L.O. and S. Fletcher. *The Seniors Boom: Dramatic Increases in Longevity and Prospects For Better Health.* Ottawa: Supply and Services Canada (1986).

Stone, L. and H. Frenken. *Canada's Seniors.* Ottawa: Supply and Services Canada; Statistics Canada 1986 Census Monograph 88-121; 1989.

2. Seniors Housing

Canada Mortgage and Housing Corporation. *Housing Choices for Canadians Over 75 Years Old.* Ottawa: CMHC (1991).

Canada Mortgage and Housing Corporation. *Housing Choices for Canadians with Disabilities.* Ottawa: CMHC (1992).

Canada Mortgage and Housing Corporation. *Housing Choices for Older Canadians.* Ottawa: CMHC (1988).

Canada Mortgage and Housing Corporation. *Housing and the Elderly: A Bibliography.* Ottawa: CMHC (1992).

Canada Mortgage and Housing Corporation. *OPTIONS: Housing for Older Canadians.* Halifax: Proceedings of CMHC Conference 17-20 October 1988.

Gutman, G. and N. Blackie (eds.) *Innovations in Housing and Living Arrangements for Seniors.* Burnaby, British Columbia: Simon Fraser University, Gerontology Research Centre (1984).

Gutman, G. and N. Blackie (eds.). *Aging in Place, Housing Adaptations and Options for Remaining in the Community.* Burnaby, British Columbia: Simon Fraser University, Gerontology Research Centre (1986).

Gutman, G. and N. Blackie (eds.). *Housing the Very Old.* Burnaby, British Columbia: Simon Fraser University, Gerontology Research Centre (1988).

Gutman, G., S.L. Milstein and V. Doyle. *Attitudes of Seniors to Special Retirement Housing, Life Tenancy Arrangements and Other Housing Options.* Ottawa: Canada Mortgage and Housing Corporation (1987).

One Voice - The Canadian Seniors' Network. *Habitat: Final Report and Recommendations.* Ottawa: The Canadian Seniors' Network (1989).

3. Design of Seniors Housing

Canada. Consumer and Corporate Affairs Canada and Canadian Housing Design Council (for The Barrier-Free Design Centre of the Muscular Dystrophy Association of Canada). *Changes: Disability and the Challenge of Renovation.* Ottawa: Supply and Services Canada (1985).

Canada. Department of National Health and Welfare. Health Services Promotion Branch. *Living Accommodations for Seniors: Facility Planning and Design Guidelines. Volume I: Accommodation for Independent Living.* Ottawa: Supply and Services Canada (1988).

Canada Mortgage and Housing Corporation. *Design Options for Barrier-Free and Adaptable Housing.* Ottawa: CMHC (1996).

Canada Mortgage and Housing Corporation. *FlexHousing Design Considerations.* Ottawa: CMHC (1996).

Canada Mortgage and Housing Corporation. *FlexHousing Pocket Planner.* Ottawa: CMHC (1997).

Canada Mortgage and Housing Corporation. *From Concept to Reality: The Winners Show Their Stuff.* Ottawa: CMHC (1997).

Canada Mortgage and Housing Corporation. *Housing Adaptations for Seniors and Persons with Disabilities.* Ottawa: CMHC (1994).

Canada Mortgage and Housing Corporation. *Housing for Elderly People: Design Guidelines.* Ottawa: CMHC (1992).

Canada Mortgage and Housing Corporation. *Housing for Persons with Disabilities.* Ottawa: CMHC (1996).

Canada Mortgage and Housing Corporation. *Housing Seniors.* Ottawa: CMHC (1983).

Canada Mortgage and Housing Corporation. *Innovations in Housing for Seniors.* Ottawa: CMHC (1988).

Canada Mortgage and Housing Corporation. *Maintaining Seniors' Independence: A Guide to Home Adaptations.* Ottawa: CMHC (1989).

Hoglund, J.O. *Housing for Seniors: Privacy and Independence in Environments for the Aging.* New York: Van Nostrand Reinhold (1985).

National Advisory Council on Aging. *Housing an Aging Population: Guidelines for Development and Design.* Ottawa: National Advisory Council on Aging (1987).

4. Videotapes

Available from Canada Mortgage and Housing Corporation:

Free to choose. (9182, 36 minutes). Examines three "housing with support-care" options for Canadians with severe physical disabilities as alternatives to institutional living.

Barrier-Free Housing. (1981, 24 minutes). Shows the public how wheel-chair-accessible housing improves lifestyle options and benefits everyone.

Maintaining Seniors' Independence Through Home Adaptations. (1993, 34 minutes). Brings together seniors and professional consultants to discuss a variety of adaptations in the home—from simple installation of a grab bar in the bathtub to more complex renovations.

Varieties of Accommodation for Older People. (1991, 25 minutes). Covers a fascinating assortment of housing options for seniors from around the world—shared housing and sheltered housing, congregate housing and "continuum of care" communities.

Housing for Seniors—The Challenge in Northern and Remote Communities. (1992, 23 minutes). Shows highlights of a conference exploring options and services to keep people in their own communities in northern or remote areas, where suitable housing can be scarce for seniors. For native and community groups or anyone with an interest in these special needs.

Aging in a Rural Environment. Martin-Matthews, Anne. (1988, 37 minutes). Guelph, Ontario: University of Guelph, Gerontology Research Centre. 1/2 inch VHS format videotape. Depicts the life of seniors in rural Ontario through personal interviews; provides useful background on the concerns of older rural Canadians.

PART C
THE ASSESSMENT TOOLS

In this part, you will find one set of each of the assessment tools you will need to carry out a survey of seniors housing, support service and transportation needs. They have been placed in separate sections to enable them to be photocopied for use in carrying out a survey.

You will find the instructions for using each of the tools in Part B as follows:

For Assessment Tools	*In Part*	*See Instructions on Pages*
NR1 Sample News Release	C-1	
S1 Community Survey Worksheets 1 through 4	C-2	28–33
S2 Seniors Survey Worksheets 1 through 4	C-3	50
S2 Seniors Survey Questionnaire	C-4	47–51
S3 Service Providers Survey	C-5	55–61
The tally booklet for the S2 Seniors Survey	C-6	63–67
Survey Profiles:	C-7	
P1 Population, Housing and Transportation		69–70
P2 Senior Citizens Profile		71
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Community Needs Identifiers:	C-8	
N1 Current Housing Needs		74
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N3 Seniors' Current Support Service Needs		77–78
N4 Seniors' Current Transportation Needs		78–79
H1 Housing Options Selector Seniors' Preference for Housing	C-10	81–82

PART C1

NR1 SAMPLE NEWS RELEASE

SAMPLE NEWS RELEASE **NR1**

FOR IMMEDIATE RELEASE

HOUSING AND SUPPORT SERVICE NEEDS OF SENIORS

YOURTOWN, Month xx, Year xxxx — In Yourtown, Name of Organization will take part in an initiative that will help ensure adequate housing and support services are available to meet the needs of its seniors.

One in every eight people in Canada today is aged 65 or over. In many rural areas and small towns that ratio is twice as high. In fact, about 21 per cent of Canada's seniors — more than 660,000 — lived in rural areas in 1991.

We've all heard about our aging population; however, these statistics beg the question: how well equipped are Canada's communities to handle the growing seniors population? Will there be adequate housing? Will sufficient support services be available? How many seniors are there now? Will this number grow? How are they presently housed? What kind of housing would they like? Do they need assistance in their own homes or with transportation? Are there enough health care facilities?

Canada Mortgage and Housing Corporation has developed a set of tools that can be used by communities to assess their own needs in these areas. As part of this process, _____ will conduct a survey of seniors to determine their current situation and any concerns they may have about housing and services.

In addition, _____ will assess the types of housing, support services and facilities currently available and look at the future needs for housing and services. Once this information gathering phase is complete, _____ will hold a community workshop to discuss housing and service options for seniors.

If you or your organization would like more information about this project or would like to be involved, please contact:

Name _____

Phone _____

PART C2

S1 COMMUNITY SURVEY
Worksheets 1 Through 4

WORKSHEET 1
CENSUS OF POPULATION REPORTS PUBLISHED BY STATISTICS CANADA (1971–1976)

Census year	*Name of report in which data are published by province/territory*	*Age groups for which data have been published*
1971	Population Census Volume No. 92-772 (SP-2) Population Special Bulletin *Specified Age Groups and Sex for Census Divisions and Sub-Divisions* (Table 1) Catalogue No. 92-772 (SP-2) Table 1.	55-64, 65-69, 70+
1976	Population Census Volume No. 92-835 (Bulletin 8SD.4) Supplementary Bulletins *Geographic and Demographic Specified Age Groups* (Table 1) Catalogue No. 92-835 (Bulletin 8SD.4) Table 1.	55-64, 65-69, 70+

WORKSHEET 2
CENSUS OF POPULATION REPORTS PUBLISHED BY STATISTICS CANADA (1981–1996)

Census year	*Name of report in which data are published by province/territory*	*Age groups for which data have been published*
1981	*Population, Occupied Private Dwellings, Private Households, Census Families in Private Households. Selected Characteristics* (Table 2) Population Census Volume No.: 93-913 NFLD, 916 NB, 919 MAN, 922 BC, 914 PEI, 917 QUE, 920 SASK, 923 YUK, 915 NS, 918 ONT, 921 ALTA, 924 NWT	55-64, 65-69, 70+
1986	*Profiles (Population and Dwellings Characteristics) Census Divisions and Sub-Divisions Part 1* (Table 1) Population Census Volume No.: 94-101 NFLD, 107 NB, 113 MAN, 119 BC, 103 PEI, 109 QUE, 115 SASK, 121 YUK, 105 NS, 111 ONT, 117 ALTA, 123 NWT	55-64, 65-74, 75+
1991	*Profile of Census Divisions and Subdivisions. Selected Characteristics for Census Divisions and Census Subdivisions, 1991 Census.* (Table 1) Catalogue SCC 1991 No.: 95-301/302 NFLD, 319/320 NB, 358/359 MAN, 384/385 BC, 308/309 PEI, 325/326 QUE, 365/366 SASK, 395/396 YUK, 312/313 NS, 337/338 ONT, 372/373 ALTA, 397/398 NWT	55-59, 60-64, 65-74, 75+
1996	*Profiles of Census Divisions and Subdivisions* Catalogue No.: 95-182-XPB NFLD, 95-183-XPB PEI, 95-184-XPB NS, 95-185-XPB NB, 95-186-XPB QUE, 95-187-XPB ONT, 95-188-XPB MAN, 95-189-XPB SASK, 95-190-XPB ALTA, 95-191-XPB BC, 95-192-XPB YUK, 95-193-XPB NWT Only certain data are currently available, and only on diskette or CD-ROM. Complete publication is forthcoming.	55-59, 60-64, 65-69, 70-74, 75-79, 80-84, 85+

COMMUNITY SURVEY

WORKSHEET 3
HOUSING INVENTORY BY:

OCCUPANCY TYPE* _____

HOUSING TYPE** _____

		1			2			3(1+2)			4			5			6		
		Number of existing units			*Number of units under construction*			*Total number of units*			*Number of vacancies*			*Number of people on waiting list*			*Average rent or fee/ month*		
A. Subsidized Housing		B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR
1. Public Housing																			
2. Rural and Native Housing (RNH)	Homeownership																		
	Rental																		
	Lease to purchase																		
3. Non-Profit Housing	Public																		
	Private																		
	Co-operative																		
4. Rent Supplement (Private and ILM Co-op)																			
5. Other																			
Total Subsidized Housing																			

Note: B = Bachelor units
1BR = One-bedroom units
2BR = Two-bedroom units

* Write in the space provided the type of occupancy for which you will be collecting data (e.g., undifferentiated/ other, housing not specifically for seniors, seniors housing without services, or seniors housing with services).

** Write in the space provided the type of housing for which you will be collecting data (e.g., undifferentiated/ other; single family detached houses; semi-detached, duplex, row or town houses; suite or room within a house; walk-up apartment, elevatored apartment; or mobile home/garden suite).

To find out more about how to complete this worksheet, see page 32, Part B-2

WORKSHEET 3 (CONT'D)
HOUSING INVENTORY BY:

OCCUPANCY TYPE* _____

HOUSING TYPE** _____

	1			2			3(1+2)			4			5			6		
	Number of existing units			*Number of units under construction*			*Total number of units*			*Number of vacancies*			*Number of people on waiting list*			*Average rent or fee/ month*		
B. Private Housing	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR
1. Rental																		
2. Co-operative																		
3. Condominium																		
4. Other																		
Total Private Housing																		
Total from A. Subsidized Housing																		
Totals from B. Private Housing																		
Total Private & Subsidized Housing																		

Note: B = Bachelor units
1BR = One-bedroom units
2BR = Two-bedroom units

* Write in the space provided the type of occupancy for which you will be collecting data (e.g., undifferentiated/ other, housing not specifically for seniors, seniors housing without services, or seniors housing with services).

** Write in the space provided the type of housing for which you will be collecting data (e.g., undifferentiated/ other; single family detached houses; semi-detached, duplex, row or town houses; suite or room within a house; walk-up apartment, elevatored apartment; or mobile home/garden suite).

To find out more about how to complete this worksheet, see page 32, Part B-2

COMMUNITY SURVEY

WORKSHEET 3
TOTAL HOUSING INVENTORY
(Include all occupancy and housing types)

		1			2			3(1+2)			4			5			6		
		Number of existing units			*Number of units under construction*			*Total number of units*			*Number of vacancies*			*Number of people on waiting list*			*Average rent or fee/ month*		
A. Subsidized Housing		B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR
1. Public Housing																			
2. Rural and Native Housing (RNH)	Homeownership																		
	Rental																		
	Lease to purchase																		
3. Non-Profit Housing	Public																		
	Private																		
	Co-operative																		
4. Rent Supplement (Private and ILM Co-op)																			
5. Other																			
Total Subsidized Housing																			

Note: B = Bachelor units
1BR = One-bedroom units
2BR = Two-bedroom units

To find out more about how to complete this worksheet, see page 32, Part B-2

COMMUNITY SURVEY

WORKSHEET 3 (CONT'D)
TOTAL HOUSING INVENTORY
(Include all occupancy and housing types)

	1			2			3(1+2)			4			5			6		
	Number of existing units			*Number of units under construction*			*Total number of units*			*Number of vacancies*			*Number of people on waiting list*			*Average rent or fee/ month*		
B. Private Housing	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR	B	1BR	2BR
1. Rental																		
2. Co-operative																		
3. Condominium																		
4. Other																		
Total Private Housing																		
Total from A. Subsidized Housing																		
Totals from B. Private Housing																		
Total Private & Subsidized Housing												/						

Note: B = Bachelor units
1BR = One-bedroom units
2BR = Two-bedroom units

To find out more about how to complete this worksheet, see page 32, Part B-2

WORKSHEET 4
TRANSPORTATION SERVICES DATA

Instructions:

Place a check mark beside the services that are available in your community, and if they are available, write in their cost to the user and frequency.

Date of Data_____

Transportation Service	(1) *Available*	(2) *User Cost*	(3) *Frequency*
1 Regular bus around town	_____	_____	_____
2 Regional bus	_____	_____	_____
3 Taxi	_____	_____	_____
4 Community or special seniors'/ handicapped bus	_____	_____	_____
5 Volunteer drivers	_____	_____	_____
6 Other (specify)	_____	_____	_____
_____	_____	_____	_____

PART C3

S2 SENIORS SURVEY
Worksheets 1 Through 4

WORKSHEET 1
SENIORS LIST

Name	Address	Telephone Number	Needs Ride		Completed Questionnaire	
			Yes	No	Yes	No

WORKSHEET 2
SAMPLE LETTER FOR ESTABLISHING FIRST CONTACT WITH SENIORS

Date

(Mr.) (Mrs.) (Miss)

Dear (Mr.) (Mrs.) (Miss)

_____ proposes to conduct a survey to identify the housing and support service needs of seniors in _____. The results will be used to evaluate options to meet these needs. The survey will take place in _____and will be carried out by_____.

This letter is to inform you about the survey and invite you to participate. As a participant you will be asked to fill out a questionnaire, which should take about 45 minutes of your time to complete. The objective is to collect information about seniors, their current situation, their concerns, and their needs and preferences relating to housing and support services. All information gathered will be kept strictly confidential.

You should expect a telephone call from _____ on _____ who will give you additional information.

Sincerely,

_____

WORKSHEET 3
SAMPLE TELEPHONE SCRIPT FOR CONTACTING SENIORS AND ARRANGING FOR THEM TO COMPLETE THE SURVEY

Hello. Is this (**Name of senior**)?

My name is _____.

I am phoning about the letter that we sent to you on _____ in connection with the seniors study on housing and support services in [**Name of community**].

[**For communities of more than 1,000**]

We have selected _____seniors in [**Name of town**] to fill out a questionnaire. It should take about 45 minutes.

[**For communities of 1,000 or fewer**]

We would like a person from each seniors' household in the community to fill out a questionnaire. It should take only about 45 minutes.

[**# of meetings**] meetings have been set up where the questionnaire can be filled out.

The first meeting will be on day _____date_____time_____.

The second meeting will be on day _____date_____time_____.

Are you available to attend one of those meetings?

_____Yes, meeting 1 _____Yes, meeting 2 _____No

[**If yes**] Do you need a ride to the meeting? _____Yes _____No

[**If yes, ride needed**]

What is you address?_____

You will be picked up at: day _____ date_____ time_____.

[If no ride needed]

The meeting is being held at:_____

[**If no, can't make meetings**] Can a volunteer drop off a questionnaire at your home for you to fill out?
_____Yes _____No

[**If yes**] What is your address [**Add names and address to worksheet 4**]

A questionnaire will be dropped off on day_____ date_____ time_____.

Note: If a senior refuses to participate in the study, thank them for their time. Keep track of the number who refuse and write down any reasons that they give for doing so. This information will be useful to the project coordinator.

WORKSHEET 4
QUESTIONNAIRE DROP-OFFS

Name	Address	Drop Off (day, time)	Pick Up (day, time)	Language Preference	
				Eng.	Fr.

PART C4

S2 SENIORS SURVEY QUESTIONNAIRE

SENIORS SURVEY QUESTIONNAIRE

[insert name of community]

SENIORS' HOUSING AND SUPPORT SERVICES SURVEY

Our community has many senior citizens. The number will probably continue to grow because older Canadians seem to want to stay in their own communities. Will they (and you) find the kind of housing needed? And will there be adequate support services for seniors? It is important that our community start considering these questions.

We need to identify the housing needs of our seniors and the kinds of support services that help them remain independent and in the community. Seniors can play an important part in this by providing information about themselves, their housing, and their need for support services and transportation.

We would like you to complete the questionnaire which begins on the next page. It should take about 45 minutes. Depending on your situation, there are a number of questions that you will not have to answer; for example, some questions are for renters only while others are for homeowners only. The questionnaire includes instructions on how to skip over questions that do not apply to you. Please fully answer those questions that do apply.

The information gathered through this questionnaire **will be kept strictly confidential**. Please **do not** put your name on the questionnaire. The information will be used to develop statistics about all seniors in your community. Examples of the types of information that will come from this survey are the percentage of seniors that own their homes and the percentage of seniors that require various types of services.

Your help in this survey is greatly appreciated.

QUESTIONNAIRE NO. _____

S2

SURVEY OF HOUSING AND SUPPORT SERVICE NEEDS OF SENIORS

I CURRENT HOUSING AND LIVING ARRANGEMENTS

0 First, please enter your postal code here: ___ ___ ___ ___ ___ ___

POSTAL CODE

1 Do you live (check best answer):

___ (1) in town?
___ (2) in a rural area not more than 10 km (6 miles) from town?
___ (3) in a rural area more than 10 km (6 miles) from town?

2 How many years have you lived in this community?

___ year(s)

If you have lived here for more than 15 years, skip to question 4.

3 In the year **before you moved** here:

a Where did you live?

___ (1) area surrounding this town
___ (2) another town in this region
___ (3) elsewhere in this province
___ (4) elsewhere in Canada
___ (5) other *(specify)* _____

b What made you decide to move to this community?
Check all applicable reasons.

___ (1) employment
___ (2) spouse lived here
___ (3) family/friends lived here
___ (4) climate and natural environment
___ (5) health care services available
___ (6) recreational facilities and services available
___ (7) better/more suitable housing
___ (8) lower cost of living
___ (9) other *(specify)* _____

4 What type of home do you now live in?

___ (1) single-family detached house
___ (2) semi-detached, duplex, row house, townhouse
___ (3) suite or room within a house
___ (4) apartment building or multi-unit complex
___ (5) mobile home
___ (6) other *(specify)*_____

5 Not counting the basement, how many floors are there in your home or the building you live in?

___ floor(s) ⇨

If you don't live in an apartment building or multi-unit complex, skip to question 7.

Answer only if you live in an apartment building or multi-unit complex.

6a What floor do you live on?

___ floor

b Does your building have an elevator?

___ (1) yes
___ (2) no

c Is your building or complex for seniors only, or do younger people also live there? *Check best answer.*

___ (1) built for seniors only
___ (2) not purposely built for seniors, but mostly seniors in it
___ (3) only adults live there
___ (4) people of all ages live there, including families with children

Everyone answers.

7 When was your home or the building containing it originally built? *Check when the building was completed, not the time of any later remodelling, additions or conversions. If you do not know the exact year, please check your best estimate.*

___ (1) before 1946
___ (2) 1946 - 1960
___ (3) 1961 - 1970
___ (4) 1971 - 1980
___ (5) 1981 - 1990
___ (6) 1991 or later

8 For how many years have you lived in your current home?

___ year(s)

9a Do you live in your current home **all year round?**

___ (1) yes ⇨ **If yes, skip to question 10.**
___ (2) no

b How many months per year do you usually live here?

___ month(s)

c Where do you live when you are not here?

___ (1) elsewhere in the province
___ (2) elsewhere in Canada
___ (3) outside Canada

10a How many **bedrooms** are there in your home? *To be counted as a bedroom, a room must be furnished and used as a bedroom, even though use may be occasional. A room is not considered to be a bedroom if it is currently furnished and used primarily for other purposes, such as a study or even a room used for dual purposes such as a bed-sitting room. Therefore, if you live in a bed-sitting room or a bachelor apartment, please check answer (2).*

(1) ____ bedroom(s)

or

(2) ____ I live in a bed-sitting room or a bachelor apartment

10b How many persons live in your home including yourself?

___ person(s)

11 Do you own or rent the home you now live in or do you have other arrangements?

___ (1) own property and dwelling
___ (2) own dwelling and lease land
___ (3) own condominium or strata title
___ (4) my family owns home
___ (5) share in a co-operative
___ (6) rent

Co-op members and renters skip to question 14

___ (7) other *(specify)*_____

Only owners answer question 12.

12 What do you estimate your home would sell for if you were to sell it now?

___ (1) less than $50,000
___ (2) $50,000 - $ 99,999
___ (3) $100,000 - $149,999
___ (4) $150,000 - $199,999
___ (5) $200,000 - $249,999
___ (6) $250,000 - $299,999
___ (7) $300,000 - $349,999
___ (8) $350,000 - $399,999
___ (9) $400,000 - $449,999
___ (10) $450,000 - $499,999
___ (11) $500,000 - $549,999
___ (12) $550,000 - $599,999
___ (13) $600,000 or more

Only owners answer question 13.

13a Last **year**, how much did you pay for property taxes?

(1) I paid nothing ___

or

(2) I paid $_____ last year.

b Last **year**, how much did you pay for maintenance and repairs?

(1) I paid nothing ___

or

(2) I paid $_____ last year.

c Last **year**, how much did you pay for utilities (electricity, heat, water)?

(1) I paid nothing ___

or

(2) I paid $_____ last year.

d How much do you pay **monthly** for mortgage payments (principal and interest)?

(1) I pay nothing ___

or

(2) I pay $_____ per month.

e How much do you pay **monthly** for condominium fees?

(1) I pay nothing ___

or

(2) I pay $_____ per month.

f Do you have any difficulty finding enough money to pay for your housing-related costs, that is, property taxes, home maintenance costs, mortgage payments, condominium fees and utility costs?

___ (1) yes

___ (2) no

If you own your home, skip to Question 15.

Only renters and co-op members answer question 14.

14a How much do you pay **monthly** for rent or co-op payments?

(1) I pay nothing ___

or

(2) I pay $_____ per month.

b How much do you pay **monthly** for utilities (electricity, heat, water) that are not included in your rent or co-op payments?

(1) I pay nothing ___

or

(2) I pay $_____ per month.

c Do you have any difficulty finding enough money to pay for your housing-related costs, that is, rent or co-op payments and utilities?

___ (1) yes
___ (2) no

d Is your rent geared to income (for example, do you live in a subsidized seniors' apartment)?

___ (1) yes
___ (2) no

e In some provinces and territories, there are programs that provide rent subsidies or **shelter allowances** to seniors with low incomes, to reduce the amounts they must pay to rent appropriate housing.

(a) Do you or your landlord receive a rent subsidy or shelter allowance?

___ (1) yes
___ (2) no

(b) If no, are you aware of such programs in your province or territory?

___ (1) yes
___ (2) no

Everyone answers.

15 There may be things about your home that create problems for you: for example, too many stairs or steps, kitchen cupboards that are too high, the bathroom located far from the bedroom, or inadequate or inaccessible storage space. Respond to the following questions by indicating whether or not you are experiencing difficulties associated with various parts of your home.

a Do you have any problems with stairs or steps?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

b Do you have any problems with the kitchen?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

c Do you have any problems with the bathroom(s)?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

d Do you have any problems with the bedroom(s)?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

15e Do you have any problems with storage spaces?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

f Do you have any problems with the windows?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

g Do you have any problems with the entrance to your home?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

h Do you have **any other problems** with the design of your home?

___ (1) yes
___ (2) no

If yes, please describe any problems here: _____

_____

_____

_____

_____

_____

_____

_____

Renters skip to question 26.
Co-op members skip to question 27.

Only owners answer question 16.

16 Is your home in need of any **repairs**? *Do not include desirable remodelling, additions, conversions or energy improvements. Check one answer only.*

___ (1) No, only regular maintenance is needed (for example, painting, fixing leaking faucets, cleaning clogged gutters or eavestroughs)

or

___ (2) Yes, but only **minor** repairs are needed (to correct, for example, small cracks in interior walls and ceilings, broken light fixtures and switches, leaking sink, cracked or broken window panes, some missing shingles or siding, some peeling paint)

or

___ (3) Yes, and some **major** repairs are needed (to correct, for example, corroded pipes, damaged electrical wiring, sagging floors, bulging walls, damp walls and ceilings, crumbling foundation, rotting porches and steps)

II FEELINGS ABOUT VARIOUS HOUSING OPTIONS

Only owners answer question 17.

17 Some seniors who experience financial, health or other difficulties think their only option is to sell their homes. In fact, there are a number of other things people can do that will enable them to stay in their homes for as long as they want to.

a For example, have you heard about **homesharing**?

___ (1) yes
___ (2) no

Just to be sure we are talking about the same thing, here is a definition of homesharing. It's an arrangement where two or more **unrelated** people live together in a dwelling. Each person has a private space while sharing common areas such as a bathroom, kitchen, livingroom and dining room. In most cases, one person owns the home and the another pays rent or provides some services to the homeowner, such as cooking, housekeeping or gardening, in exchange for free or reduced rent.

b Is homesharing something **you**, personally, would seriously consider?

Reasons

___ (1) yes _____
___ (2) maybe _____
___ (3) no _____

Only owners answer question 18.

18 Adapting their existing home to put in a private suite that can be rented out is another option some older homeowners have considered. Would **you** seriously consider this option?

Reasons

___ (1) yes _____
___ (2) maybe _____
___ (3) no _____

Only owners answer question 19.

19a Have you ever heard of a **reverse mortgage**?

___ (1) yes
___ (2) no

Again, just to make sure we are talking about the same thing, let's define our terms.

A reverse mortgage is a plan that allows seniors to have extra income by using their equity – the value – they've built up in their homes.

Under this plan, an older homeowner who takes out a mortgage on the home is guaranteed a monthly income for a fixed period of time (usually 10 to 15 years) or, in some plans, for life. The mortgage and interest don't have to be repaid until the term expires, the owner dies or the home is sold.

b Is a reverse mortgage something **you**, personally, would seriously consider?

Reasons

___ (1) yes _____
___ (2) maybe _____
___ (3) no _____

Only owners answer question 20.

20 Another thing some people do is sell some of the equity in their home while retaining occupancy rights. There are two basic ways people can do this. They can sell their home to an investor, who immediately leases it back to the seller for life. The seller becomes a renter in the home she or he has just sold. This is called **sale-leaseback**.

The other way of doing it is called a **life-hold estate**. In this case you again sell your home to an investor but title to the property doesn't transfer until the owner dies.

Is a sale-leaseback or life-hold estate something **you** would seriously consider?

Reasons

___ (1) yes _____
___ (2) maybe _____
___ (3) no _____

Only owners answer question 21.

21 Another thing older homeowners in some provinces can do is **defer their property taxes** until they die or the property is sold, at which time the taxes plus interest are due.

If it were possible in your province or territory, is deferring your property taxes something **you** would seriously consider doing?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Only owners answer question 22.

22 Some older homeowners **modify** their home to make it more accessible. For example, they add a ramp or stairlift, make a den on the main floor into a bedroom, or install grab bars in the bathroom.

a Have you **modified** your home in any way to make it more accessible?

___ (1) yes

___ (2) no ⇨ **If no, skip to question 23**

b What modifications have you made? *Check all applicable modifications.*

___ (1) installed grab bars in bathrooms

___ (2) modified bathtub, installed shower

___ (3) added hand railings to stairs

___ (4) added ramp or stairlift

___ (5) relocated bedrooms to main floor

___ (6) modified kitchen cupboards and counters

___ (7) other *(specify)* _____

Only owners answer question 23.

23a Have you **considered** modifying your home to make it more accessible?

___ (1) yes
___ (2) no **If no, skip to question 24**

b What modifications have you considered making? *Check all applicable modifications.*

___ (1) installing grab bars in bathrooms
___ (2) modifying bathtub, installing shower
___ (3) adding hand railings to stairs
___ (4) adding ramp or stairlift
___ (5) relocating bedrooms to main floor
___ (6) installing a bathroom on the main floor
___ (7) other *(specify)*_____

Only owners answer question 24.

24 In some provinces and territories, there are programs that provide financial assistance to seniors with low incomes, to assist them to rehabilitate or repair their homes or make them more physically accessible.

a Have you received financial assistance under such programs?

___ (1) yes
___ (2) no

b If no, are you aware of such programs in your province or territory?

___ (1) yes
___ (2) no

Only owners answer question 25.

25 As an alternative to staying in your present home, you could sell it and use the proceeds to rent, or to purchase a smaller house, shares in a co-op, a garden suite, a mobile home, or a unit in a mixed-age complex or special retirement housing. In the next set of questions, we'd like to find out what you think of these housing ideas.

First of all, is buying a **smaller** single-family detached house something you would seriously consider doing?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Only renters and owners answer question 26.

26 Purchasing **shares in co-operative housing** is an option of interest to some older people. Members of a co-op share in both the ownership and the management of the housing developments they live in. After initially buying shares, they make monthly payments that cover part of the building's mortgage, interest, taxes and operating costs. This gives them the right to occupy a specific dwelling unit. When they leave, their shares are redeemed by the co-op. Is buying shares and moving into a co-op something **you**, personally, would seriously consider?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

27 As an alternative to staying in your present home, you could purchase a dwelling unit in **special retirement housing**. Here we are talking about a housing development specially built for seniors, not a nursing home. Would you seriously consider this type of housing for yourself?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

28 **Sheltered housing** is a type of seniors' housing that consists of self-contained apartments or small one-storey homes that are clustered in projects of 20 to 50 dwelling units. A key feature is that each unit is linked to the project manager by an alarm system.

Would **you**, personally, seriously consider this type of housing?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

29 **Congregate housing** differs from sheltered housing primarily in terms of the number of services provided. Residents have their own private apartments, which usually include a kitchen, so they can prepare light meals but eat main meals in a communal dining room. Housekeeping and personal care services are also usually included as part of the accommodation package.

Would **you** seriously consider congregate housing for yourself?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

30 Some people who need help maintaining their home have hired a **live-in housekeeper**.

a Is this something **you**, personally, would consider doing?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

b What about sharing a housekeeper with some other seniors? Some people (usually 7 to 10) have moved into a large house, called an **Abbeyfield House**, where they each have their own private room, and share one or more meals a day and the services of a housekeeper in a family atmosphere. The house is acquired and operated by a non-profit society but the residents share in the operation of the house. Is this something **you** would consider?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

31 Have you heard of **garden suites** (otherwise known as "granny flats")? Garden suites are small self-contained houses that are placed on the same lot as the home of close family members. They are designed for seniors who want to live close to their children while maintaining their independence and privacy. Most suites have one bedroom, a living room, a kitchen, and a bathroom, as well as storage and laundry facilities. The suites are not intended as permanent additions to the lots. They are usually factory-built and can be quickly erected and easily moved when no longer needed.

Is a garden suite a form of housing **you**, personally, would seriously consider?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

32 What about a **mobile home** in a planned retirement community? Would **you**, personally, consider purchasing a mobile home in this type of development?

Reasons

___ (1) yes _____

___ (2) maybe _____

___ (3) no _____

Everyone answers.

33 If the costs were the same, would you rather live in a housing development or building:

___ (1) for seniors only;

___ (2) for seniors and middle-aged adults; or

___ (3) for people of all ages, including families with children?

Everyone answers.

III TRANSPORTATION NEEDS

Questions in this section deal with how you get to places you want to go.

34a Is there anyone in your household who drives?

___ (1) yes
___ (2) no

b Do **you** drive a car now?

___ (1) yes
___ (2) no

c Do **you** have any problem driving a car?

___ (1) yes *(specify)* _____
___ (2) no

35a If you have a spouse, does your **spouse** drive a car now?

___ (1) yes
___ (2) no

b Does your **spouse** have any problem driving a car?

___ (1) yes *(specify)* _____
___ (2) no

36 Where do you normally go for the following? *Check one box on each line.*

		(1) Only in my town	*(2) Mostly in my town*	*(3) Elsewhere (specify)*	*(4) Never go*
a	doctor				
b	post office				
c	drug store				
d	grocery store				
e	seniors' centre				
f	bank				
g	church				

37a In **good weather**, how do you get to the following places? *Check one box on each line to indicate the method you most frequently use.*

		(1) Walk	*(2) Drive myself*	*(3) Spouse drives*	*(4) Others drive*	*(5) Taxi*	*(6) Regular bus*	*(7) Seniors'/ handi-capped bus*
a	doctor							
b	post office							
c	drug store							
d	grocery store							
e	seniors' centre							
f	bank							
g	church							

37b In **bad weather**, how do you get to the following places? *Check one box on each line to indicate the method you most frequently use.*

		(1) Walk	*(2) Drive myself*	*(3) Spouse drives*	*(4) Others drive*	*(5) Taxi*	*(6) Regular bus*	*(7) Seniors'/ handi-capped bus*
a	doctor							
b	post office							
c	drug store							
d	grocery store							
e	seniors' centre							
f	bank							
g	church							

38a How often do you have difficulty getting where you want to go at the time you need to go? *Check one answer only.*

___ (1) very often
___ (2) fairly often
___ (3) occasionally
___ (4) never

If never, skip to question 39

b Why do you have difficulty? *Check all applicable reasons.*

___ (1) can't afford to pay for rides
___ (2) don't know anyone to ask for a ride
___ (3) don't like asking for a ride
___ (4) need assistance getting in and out of vehicle
___ (5) regular driver not available
___ (6) other *(specify)*_____

_____

_____

_____

39 What improvements in transportation would help seniors in your community get around? *Check all applicable improvements.*

___ (1) regular bus service on weekends
___ (2) regular bus service to larger centres
___ (3) regular bus service around town
___ (4) door-to-door transportation service for seniors
___ (5) more frequent service from existing bus system
___ (6) other *(specify)*_____

_____

_____

_____

Everyone answers.

IV DIFFICULTIES WITH PERSONAL CARE AND DAILY LIVING ACTIVITIES

40 Below is a list of activities seniors sometimes have difficulty with. Please tell us for each of these, if they represent **no problem**, a **minor problem**, a **fairly serious problem**, or a **very serious problem**. *Check one box on each line only.*

	Do you have any problem:	*(1) No problem*	*(2) Minor problem*	*(3) Fairly serious problem*	*(4) Very serious problem*
a	Seeing (even when wearing glasses)?				
b	Hearing (even when wearing a hearing aid)?				
c	Going up or down stairs?				
d	Getting into or out of bed or a chair?				
e	Getting on and off the toilet?				
f	Taking a bath or shower?				
g	Doing chores around the house (e.g., washing floors, vacuuming, doing the laundry)?				
h	Moving about the house?				
i	Getting around outside the house?				

V SUPPORT SERVICES

41 The following questions are intended to identify if you are currently receiving certain support services or if you need certain support services that are not yet provided. For each service:

If you answer YES to the first question, please respond to the questions in the YES column only.

If you answer NO to the first question, please respond to the questions in the NO column only.

Support Service

41a **Grocery shopping**

Are you receiving help with grocery shopping?

___ YES

⇩

1. Who helps you?
   - ___ my family
   - ___ a friend or neighbour
   - ___ an agency
   - ___ someone else

⇩

2. Do you pay for this service?
   - ___ yes
   - ___ no

___ NO

⇩

1. Do you need help with grocery shopping?
   - ___ yes
   - ___ no

⇩

2. If yes, would you pay to get this service?
   - ___ yes
   - ___ maybe
   - ___ no

Support Services

41b **Cooking**

Are you receiving help with cooking?

___ YES

⇩

1. Who helps you?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else

⇩

2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

⇩

1. Do you need help with cooking?
   ___ yes
   ___ no

⇩

2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

41c **Hot meals delivered**

Are hot meals being delivered to your door (e.g., meals-on-wheels)?

___ YES

⇩

1. Who delivers them?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else

⇩

2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

⇩

1. Do you need hot meals delivered to your door?
   ___ yes
   ___ no

⇩

2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

Support Services

41d **Heavy cleaning**

Are you receiving help with heavy cleaning (e.g., washing windows, floors, vacuuming)?

___ YES

⇩

1. Who helps you?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else

⇩

2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

⇩

1. Do you need help with heavy cleaning?
   ___ yes
   ___ no

⇩

2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

41e **Laundry**

Are you receiving help with laundry?

___ YES

⇩

1. Who helps you?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else

⇩

2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

⇩

1. Do you need help with laundry?
   ___ yes
   ___ no

⇩

2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

Support Services

41f **Errands**

Do you have someone to run errands for you?

___ YES

⇩

1. Who runs errands for you?
   - ___ my family
   - ___ a friend or neighbour
   - ___ an agency
   - ___ someone else

⇩

2. Do you pay for this service?
   - ___ yes
   - ___ no

___ NO

⇩

1. Do you need someone to run errands for you?
   - ___ yes
   - ___ no

⇩

2. If yes, would you pay to get this service?
   - ___ yes
   - ___ maybe
   - ___ no

41g **Taking a bath or shower**

Are you receiving help in taking a bath or shower?

___ YES

⇩

1. Who helps you?
   - ___ my family
   - ___ a friend or neighbour
   - ___ an agency
   - ___ someone else

⇩

2. Do you pay for this service?
   - ___ yes
   - ___ no

___ NO

⇩

1. Do you need help in taking a bath or shower?
   - ___ yes
   - ___ no

⇩

2. If yes, would you pay to get this service?
   - ___ yes
   - ___ maybe
   - ___ no

Support Services

41h **Someone to visit you**

Does someone visit you regularly?

___ YES

1. Who visits you regularly?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else
2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

1. Do you need someone to visit you regularly?
   ___ yes
   ___ no
2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

41i **Repairs around the house**

Are you receiving help with repairs around the house?

___ YES

1. Who helps you?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else
2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

1. Do you need help with repairs around the house?
   ___ yes
   ___ no
2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

Support Services

41j **Yardwork and outside maintenance**

Are you receiving help with yardwork and outside maintenance?

___ YES

1. Who helps you?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else
2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

1. Do you need help with yardwork and outside maintenance?
   ___ yes
   ___ no
2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

41k **Snow removal**

Are you receiving help with snow removal?

___ YES

1. Who helps you?
   ___ my family
   ___ a friend or neighbour
   ___ an agency
   ___ someone else
2. Do you pay for this service?
   ___ yes
   ___ no

___ NO

1. Do you need help with snow removal?
   ___ yes
   ___ no
2. If yes, would you pay to get this service?
   ___ yes
   ___ maybe
   ___ no

Support Services

41l **Nursing care in your home**

Are you receiving nursing care in your home (e.g., help with medication, health monitoring)?

___ YES

⇩

1. Who provides this service?
   - ___ my family
   - ___ a friend or neighbour
   - ___ an agency
   - ___ someone else

⇩

2. Do you pay for this service?
   - ___ yes
   - ___ no

___ NO

⇩

1. Do you need nursing care in your home?
   - ___ yes
   - ___ no

⇩

2. If yes, would you pay to get this service?
   - ___ yes
   - ___ maybe
   - ___ no

41m **Someone to drive you**

Do you have someone to drive you to places?

___ YES

⇩

1. Who drives you to places?
   - ___ my family
   - ___ a friend or neighbour
   - ___ an agency
   - ___ someone else

⇩

2. Do you pay for this service?
   - ___ yes
   - ___ no

___ NO

⇩

1. Do you need someone to drive you to places?
   - ___ yes
   - ___ no

⇩

2. If yes, would you pay to get this service?
   - ___ yes
   - ___ maybe
   - ___ no

41n Some agencies and non-profit organizations offer emergency response system services to seniors. They often provide a push button that you wear around your neck or wrist, which you can press in case of an emergency to call for help.

(a) Do you have an emergency response system service now?

____ (1) yes
____ (2) no

(b) **If YES**, what is the name of the **agency** that provides the service? _____

(c) **If NO**, would you use such a service if it were available in your community?

____ (1) yes
____ (2) maybe
____ (3) no

o (a) Do you currently attend a seniors' centre or participate in a seniors' program in your local community centre?

____ (1) yes
____ (2) no

(b) **If NO**, would you attend if one were opened in your community or a neighbouring community?

____ (1) yes
____ (2) no

p Some communities have an adult day-care centre for seniors who need or want more health-related services than are provided by a seniors' centre.

(a) Do you currently attend an adult day-care centre?

____ (1) yes
____ (2) no

(b) **If NO**, would you attend if one were opened in your community or a neighbouring community?

____ (1) yes
____ (2) no

42 Besides those services mentioned in question 41, are there any other services that would make your life happier or more comfortable, or enable you to remain in your current home? If yes, what are these services and how much would you be willing to pay per month for them?

	(a) Services	*(b) Monthly Fee*
(1)	_____	_____
(2)	_____	_____
(3)	_____	_____

Everyone answers.

VI FUTURE HOUSING PLANS AND NEEDS

43 Do you have any plans to move from your present home?

___ (1) yes
___ (2) no ⇨ **If no, skip to question 49**

44 How soon do you expect to move? *Check one only.*

___ (1) within 1 year
___ (2) 1-2 years
___ (3) 3-5 years
___ (4) 6-9 years
___ (5) 10 or more years

45 Why are you planning to move? *Check all applicable reasons.*

___ (1) physical difficulty maintaining home or garden
___ (2) home too large
___ (3) design barriers (for example, too many stairs in current home)
___ (4) decline in health of self or spouse
___ (5) death of spouse
___ (6) insufficient local health care services
___ (7) insufficient leisure and recreational facilities and services here
___ (8) cost of living too high here
___ (9) isolated from family and friends here
___ (10) problems with transportation
___ (11) other *(specify)* _____

46 Where are you planning to move? *Check one only*

___ (1) same town
___ (2) area surrounding this town
___ (3) another town in this region
___ (4) elsewhere in the province *(specify)*_____
___ (5) elsewhere in Canada *(specify)* _____
___ (6) other *(specify)*_____

47 What are your reasons for choosing that location?
Check all applicable reasons.

___ (1) family and friends live there
___ (2) climate and natural environment
___ (3) more or better health care services there
___ (4) more or better recreation facilities and services there
___ (5) better or more suitable housing there
___ (6) lower cost of living
___ (7) easier access to shopping, banks, etc.
___ (8) better transportation there
___ (9) other *(specify)*_____

48 What **type** or **types** of accommodation will you be seeking?
Check all acceptable types.

___ (1) single-family detached house
___ (2) semi-detached, duplex, townhouse, rowhouse
___ (3) apartment
___ (4) mobile home
___ (5) senior citizens' housing
___ (6) nursing/personal/intermediate care home
___ (7) chronic care hospital
___ (8) other *(specify)*_____

Everyone answers.

49a If you found that you could no longer maintain your home and **had to move** into retirement housing or a care facility, would you prefer to:

___ (1) remain in the town you currently live in
___ (2) remain in this area
___ (3) move elsewhere in this province
___ (4) move elsewhere in Canada
___ (5) other *(specify)*_____

49b Why would you **choose to live** in that particular location? *Check all applicable reasons.*

___ (1) proximity to relatives or friends
___ (2) I am familiar with that location
___ (3) proximity to support services or care facilities
___ (4) other *(specify)*_____

c If you prefer to remain in this town or area, **where would you prefer** that your retirement housing or care facility be located?

___ (1) in the centre of town
___ (2) in a residential part of town
___ (3) in the surrounding countryside
___ (4) other *(specify)*_____

50 Besides the things already mentioned, what suggestions do you have to **improve housing** for seniors in this area?_____

_____
_____
_____
_____
_____
_____

Everyone answers.

VII DEMOGRAPHIC INFORMATION

This last section asks some questions about you and your spouse (if you have a spouse). We need this information to describe the people who took part in the survey.

51 First of all, are you male or female?

___ (1) male
___ (2) female

52 What is your current marital status?

___ (1) married or common-law
___ (2) separated or divorced
___ (3) widowed
___ (4) never married

53a How old were you on your last birthday?

___ years

b **If you have a spouse**, how old is your spouse?

___ years

54 Who lives with you in your home/dwelling unit?
Check all applicable answers.

___ (1) No one, I live alone ⇨
___ (2) my spouse ⇨
___ (3) my children/grandchildren
___ (4) my brother(s)/sister(s)
___ (5) my parent(s)
___ (6) my friend(s)
___ (7) my landlord
___ (8) my boarder/lodger/tenant
___ (9) my housekeeper/helper
___ (10) other *(specify)* _____

If you live alone or with your spouse only, skip to question 56

55 In the chart below, please tell us how many male and female persons (including yourself) live in your household. Indicate their age group and whether they are single persons or persons forming a couple, by entering the numbers in the appropriate spaces. A couple includes people who are married, or who consider themselves to be in a spousal relationship.

	Number of single persons		*Number of persons forming a couple*	
Age Group	*Male*	*Female*	*Male*	*Female*
under 5 years old				
5 to 17 years				
18 and over				

56 Do you presently do any paid work?

___ (1) no
___ (2) yes, but I only work part-time
___ (3) yes, I work full-time

57 What kind of work have you done **most** of your adult life?
Check only one.

___ (1) housewife
___ (2) professional (e.g., architect, engineer, teacher, nurse, chemist, dietician)
___ (3) managerial
___ (4) clerical (e.g., secretary, clerk, receptionist, typist, personnel assistant, bank teller)
___ (5) sales (e.g., cashier, insurance salesperson, grain merchant, real estate agent)
___ (6) personal service (e.g., waitress, barber, domestic work, caterer)
___ (7) protective service (e.g., police officer, armed forces, firefighter, customs officer)
___ (8) skilled (white collar) (e.g., computer operator, cartographer, library assistant, photographer, insurance claims adjuster, bookkeeper)
___ (9) skilled (blue collar) (e.g., carpenter, ship builder, sheet metal mechanic, electrician, plumber, stone mason)
___ (10) semi-skilled or unskilled labour (e.g., janitor, general labourer, bus driver, letter carrier, gas station attendant)
___ (11) primary sector (e.g., farmer, fisherman, miner, logger)

58 What was the **highest** level of formal education you completed?
Check only one.

___ (1) no formal education
___ (2) elementary school
___ (3) some high school
___ (4) high school graduation
___ (5) technical school
___ (6) some college or university
___ (7) college or university degree

59 How would you rate **your** overall health at the present time?

___ (1) excellent
___ (2) good
___ (3) fair
___ (4) poor
___ (5) very poor

60 **If you have a spouse**, how would you rate your **spouse's** overall health at the present time?

___ (1) excellent
___ (2) good
___ (3) fair
___ (4) poor
___ (5) very poor

61 Turning now to some questions about your sources of income, please tell us whether you or your spouse or both receive income from any of the following sources. *Check all sources of income.*

	Income Source	*(1) I receive*	*(2) My spouse receives*
a	Old Age Security Pension		
b	Federal Guaranteed Income Supplement		
c	Canada or Quebec Pension Plan		
d	other government sources, including provincial income supplements, Veteran's Pension, Spouse's or Widow's Allowance		
e	retirement pensions, superannuation or annuities		
f	employment		
g	savings and investments		
h	unemployment insurance/welfare payments		
i	other		

62 What was your household's total income last year. Include your income and that of all your relatives (15 years or older) who live in your home/dwelling unit.

___ (1) less than $11,000
___ (2) $11,000 - $14,999
___ (3) $15,000 - $19,999
___ (4) $20,000 - $24,999
___ (5) $25,000 - $29,999
___ (6) $30,000 - $39,999
___ (7) $40,000 - $49,999
___ (8) $50,000 - $59,999
___ (9) $60,000 - $69,999
___ (10)$70,000 or more

63 About what proportion of your household income is spent on your total shelter costs (utilities, rent, mortgage, property taxes, maintenance and condominium fees)?

___ (1) less than 30% ⇨
___ (2) 30 - 39%
___ (3) 40% or more

If you spend less than 30% of your household income on your total shelter costs, skip to FINAL SECTION

64 If you currently spend 30% or more of your income for shelter, you may be eligible for housing assistance. If you qualified for housing assistance, would you seriously consider:

a renting in a subsidized **senior citizen's apartment building**?

Reasons

___ (1) yes _____
___ (2) maybe _____
___ (3) no _____

b receiving a shelter allowance?

Reasons

___ (1) yes _____
___ (2) maybe _____
___ (3) no _____

FINAL SECTION

Thank you for your cooperation in filling out this questionnaire.

Note: If you are attending a meeting where the questionnaire is being filled out by you and other seniors, hand your completed questionnaire to one of the project volunteers. If you filled out the questionnaire at your home, keep it until one of the project volunteers comes to collect it.

PART C5

S3 SERVICE PROVIDERS SURVEY

[insert name of community]

SERVICE PROVIDERS SURVEY OF SPECIAL ACCOMMODATION, HEALTH CARE FACILITIES AND SUPPORT SERVICES FOR SENIORS

Like most communities, ours has many senior citizens. The number will probably continue to grow because older Canadians seem to want to stay in their communities. Will there be adequate support services for seniors in the future? You will appreciate that we should consider this question now so that we can better plan for the future.

We need to identify community support services available to seniors now and to assess how requirements are likely to change over time. Support service providers can play an important part in this assessment by providing information about their agency or organization and the types of services they provide.

We would like you to complete the questionnaire which begins on the next page. It should take about 30 minutes. The number of questions for you to answer will depend on the services you provide, for example, some questions are for agencies or organizations that provide special accommodation only while others are for those that provide community support services only. The questionnaire includes instructions on how to skip over questions that do not apply to your agency or organization. Please fully answer those questions that do apply.

One result of this survey may be the development of a directory of special accommodation, facilities and support services available to seniors in this community. Subject to permission from your agency or organization (see question 25 on the last page of the questionnaire) your responses to questions 1, 4, 8, 12, 13, 17 and 18 could be used verbatim in such a directory.

Your help in completing this survey is greatly appreciated.

QUESTIONNAIRE NO. _____ **S3**

SERVICE PROVIDERS SURVEY QUESTIONNAIRE

1 What is the name and address of your agency or organization?

Name: _____

Address: _____

If your agency or organization does not have an office within our community, please indicate the location of the nearest office.

Town: _____ Province: _____

Postal Code: _____

Telephone Number(s): _____ _____

Fax Number(s): _____ _____

Name of Contact Person: _____
(if applicable)

2 How would you categorize your agency or organization? (*Check all applicable*)

a) Public:

_____ (1) federal

_____ (2) provincial or territorial

_____ (3) regional or municipal

_____ (4) other _____
(please specify)

b) Non-Profit/Charitable:

_____ (1) religious

_____ (2) ethno-cultural

_____ (3) service organization

_____ (4) community group

_____ (5) other _____
(please specify)

c) Private:

_____ (1) commercial operation

_____ (2) other _____
(please specify)

3 A variety of types of accommodation, facilities and support services for seniors are listed below under four major categories: a) Special Accommodation, b) Health Care Facilities, c) Health Care Services, and d) Community Support Services. *Please check all the types of accommodation, facilities or services provided by your agency or organization.* Then, for each type of accommodation, facility or service that you check, enter the corresponding numbers that are requested in columns 1, 2, and 3.

	1 EXISTING CAPACITY No. of seniors that can be accommodated	2 CURRENT LEVEL OF USE No. of seniors currently accommodated	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3 a) Special Accommodation:			
___ (1) Retirement residences			
___ (2) Homes for the aged			
___ (3) Manors			
___ (4) Lodges			
___ (5) Satellite homes			
___ (6) Respite accommodation			
___ (7) Homesharing match-ups			
___ (8) Other _____ *(please specify)*			
___ (9) Other _____ *(please specify)*			

		1 EXISTING CAPACITY No. of existing beds for seniors	2 CURRENT LEVEL OF USE No. of beds currently occupied by seniors	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3	**b) Health Care Facilities:**			
___	(1) Nursing homes, personal intermediate or extended community care facilities			
___	(2) Hospital-based extended care units or chronic care hospitals			
___	(3) Geriatric hospitals or units			
___	(4) Palliative care units or hospice			
___	(5) Special care units (e.g., vision clinics or hearing clinics) or stroke clubs			
___	(6) Alzheimer's facilities			
___	(7) Other _____ *(please specify)*			
___	(8) Other _____ *(please specify)*			

	1 EXISTING CAPACITY No. of seniors that can be served	2 CURRENT LEVEL OF USE No. of seniors currently being served	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3 c) Health Care Services:			
___ (1) Health promotion and fitness			
___ (2) Dietetic or nutrition services			
___ (3) Geriatric services			
___ (4) Case management			
___ (5) Home care nursing			
___ (6) Adult day-care			
___ (7) Occupational therapy and physiotherapy			
___ (8) Foot care clinic			
___ (9) Other _____ *(please specify)*			
___ (10) Other _____ *(please specify)*			

	1 EXISTING CAPACITY No. of seniors that can be served	2 CURRENT LEVEL OF USE No. of seniors currently being served	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3 d) Community Support Services:			
___ (1) Information and referral			
___ (2) Seniors counselling service			
___ (3) Emergency response service			
___ (4) Security or protection service			
___ (5) Special transportation or seniors bus			
___ (6) Volunteer driver service			
___ (7) Handyman service			
___ (8) Home maintenance service			
___ (9) Consulting service on home repairs and renovations			
___ (10) Home adaptations service			
___ (11) Home repair service			
___ (12) Technical aids and equipment loan service			
___ (13) Homemaker service			
___ (14) Meals-on-wheels			
___ (15) Wheels-to-meals			

	1 EXISTING CAPACITY No. of seniors that can be served	2 CURRENT LEVEL OF USE No. of seniors currently being served	3 WAITING LIST No. of seniors on a waiting list *(indicate N.A. if no list)*
3 d) Community Support Services:			
___ (16) Senior citizens centre			
___ (17) Seniors day care			
___ (18) Alzheimer's community service			
___ (19) Seniors program in a community centre			
___ (20) In-home respite or family relief service			
___ (21) Friendly visiting service			
___ (22) Telephone outreach or check-up service			
___ (23) Widow support group			
___ (24) Senior service club			
___ (25) Volunteer or self-help service			
___ (26) Home delivery service			
___ (27) Education and recreation service			
___ (28) Other _____ *(please specify)*			
___ (29) Other _____ *(please specify)*			

If you checked:

- any type of special accommodation in Question 3a, please answer questions 4 to 7;
- any type of health care facility in Question 3b, please answer questions 8 to 11;
- any type of health care service in Question 3c, please answer questions 12 to 16;
- any type of community support service in Question 3d, please answer questions 17 to 21.

IN ADDITION, PLEASE ANSWER QUESTIONS 22 TO 25.

ONLY THOSE AGENCIES OR ORGANIZATIONS THAT PROVIDE SPECIAL ACCOMMODATION SHOULD ANSWER QUESTIONS 4 THROUGH 7

4 Briefly describe the types of special accommodation that you checked in question 3a. (This description should be suitable for inclusion in a directory.)

(1) Retirement residences: _____

_____

_____

(2) Homes for the aged: _____

_____

_____

(3) Manors: _____

_____

_____

(4) Lodges: _____

_____

_____

(5) Satellite homes: _____

_____

_____

(6) Respite accommodation: _____

_____

_____

4 (7) Homesharing match-ups: _____

_____

_____

(8) Other *(please specify)*: _____

_____

_____

(9) Other *(please specify)*: _____

_____

_____

5 Describe any special eligibility criteria that apply to the types of special accommodation provided by your agency or organization. These would include any provisions relating to the age, marital status, religion, ethno-cultural background, health status, level of income, or geographic area of residence of the client group to be served. Please enter the reference numbers of the types of services that you checked in question 3a in the areas within the parentheses as applicable.

(a) There are no special eligibility criteria for types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(b) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

5 (c) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(d) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(e) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

6 Have there been any changes during the past three years in:

a) The number of seniors that can be accommodated?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

_____

b) The number of seniors that are actually being accommodated?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

_____

c) The types of clients being served?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

_____

F-3

7 a) Do you have any plans to reduce or increase the amount of special accommodation that you provide?

_____ (1) no changes planned

_____ (2) plan to reduce the amount of accommodation

_____ (3) plan to increase the amount of accommodation

b) Briefly describe any planned reductions or increases

_____

_____

_____

_____

ONLY THOSE AGENCIES OR ORGANIZATIONS THAT PROVIDE HEALTH CARE FACILITIES SHOULD ANSWER QUESTIONS 8 THROUGH 11

8 Briefly describe the types of health care facilities that you checked in question 3b. (This description should be suitable for inclusion in a directory.)

(1) Nursing homes, personal, intermediate or extended community care facilities: _____

_____

_____

(2) Hospital-based extended care units or chronic care hospitals: _____

_____

_____

(3) Geriatric hospitals or units: _____

_____

_____

(4) Palliative care units or hospice: _____

_____

_____

(5) Special care units (e.g., vision clinics or hearing clinics) or stroke clubs: _____

_____

_____

(6) Alzheimer's facilities: _____

_____

_____

8 (7) Other *(please specify)*:

_____

_____

(8) Other (please specify): _____

_____

_____

9 Describe any special eligibility criteria that apply to the health care facilities provided by your agency or organization. These would include any provision relating to the age, marital status, religion, ethno-cultural background, health status, level of income, or geographic area of residence of the client group to be served. Please enter the reference numbers of the types of facilities that you checked in question 3b in the areas provided within the parentheses as applicable.

(a) There are no special eligibility criteria for types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(b) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

9 (c) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(d) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(e) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

10 Have there been any changes during the past three years in:

a) The number of beds allocated for seniors?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

_____

b) The number of beds that are occupied by seniors?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

c) The types of clients being served?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

_____

11 a) Do you have any plans to reduce or increase the number of beds for seniors in your facility?

____ (1) no changes planned

____ (2) plan to reduce the number of beds

____ (3) plan to increase the number of beds

b) Briefly describe any planned reductions or increases

_____

_____

_____

_____

ONLY THOSE AGENCIES OR ORGANIZATIONS THAT PROVIDE HEALTH CARE SERVICES SHOULD ANSWER QUESTIONS 12 THROUGH 16

12 Briefly describe the health care services that you checked in question 3c. (This description should be suitable for inclusion in a directory.)

(1) Health promotion and fitness: _____

_____

_____

(2) Dietetic or nutrition services: _____

_____

_____

(3) Geriatric services: _____

_____

_____

(4) Case management: _____

_____

_____

(5) Home care nursing: _____

_____

_____

(6) Adult day care: _____

_____

_____

12 (7) Occupational therapy and physiotherapy: _____

_____

_____

(8) Foot care clinic: _____

_____

_____

(9) Other *(specify)*: _____

_____

_____

(10) Other *(specify)*: _____

_____

_____

13 What days of the week and hours are the services that you pr vide available to seniors? Please enter the reference numbers of the types of services that you checked in question 3c in the area provided within the parentheses at the head of the columns in the chart below. Then, for each type of service that you enter, indicate the hours and days the service is available. If you provide two or more services during the same hours and days, you may group these in one of the columns.

	TYPES OF SERVICES					
Enter reference numbers here ➪	( )	( )	( )	( )	( )	( )
	hours	hours	hours	hours	hours	hours
MONDAY						
TUESDAY						
WEDNESDAY						
THURSDAY						
FRIDAY						
SATURDAY						
SUNDAY						
	frequency	frequency	frequency	frequency	frequency	frequency
If service is provided less than once a week (e.g., every other week) please indicate ➪ frequency here						

Other relevant information: _____

_____

_____

14 Describe any special eligibility criteria that apply to health care services provided by your agency or organization. These would include any provisions relating to the age, marital status, religion, ethno-cultural background, health status, level of income, or geographic area of residence of the client group to be served. Please enter the reference numbers of the types of services that you checked in question 3c in the areas provided within the parentheses as applicable.

(a) There are no special eligibility criteria for types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(b) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

(c) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

14 (d) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

(e) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

15 Have there been any changes in the past three years in:

a) The number of seniors that can be served?

____ (1) no

____ (2) yes *If yes, describe these changes*

_____

_____

b) The number of seniors being served?

____ (1) no

____ (2) yes *If yes, describe these changes*

_____

_____

15 c) The types of clients being served?

____ (1) no

____ (2) yes *If yes, describe these changes*

_____

_____

16 a) Do you have any plans to reduce or increase the number of services that you provide?

_____ (1) no changes planned

_____ (2) plan to reduce the amount of services

_____ (3) plan to increase the amount of services

b) Briefly describe any planned reductions or increases

_____

_____

_____

_____

ONLY THOSE AGENCIES OR ORGANIZATIONS THAT PROVIDE COMMUNITY SUPPORT SERVICES SHOULD ANSWER QUESTIONS 17 THROUGH 21

17 Briefly describe the community support services that you checked in question 3d. (Th. description should be suitable for inclusion in a directory.)

(1) Information and referral: _____

_____

_____

(2) Seniors counselling service: _____

_____

_____

(3) Emergency response service: _____

_____

_____

(4) Security or protection service: _____

_____

_____

(5) Special transportation or seniors bus: _____

_____

_____

17 (6) Volunteer drivers service: _____

_____

_____

(7) Handyman service: _____

_____

_____

(8) Home maintenance service: _____

_____

_____

(9) Consulting service on home repairs and renovations: _____

_____

_____

(10) Home adaptations service: _____

_____

_____

(11) Home repair service: _____

_____

_____

(12) Technical aids and equipment loan service: _____

_____

_____

17 (13) Homemaker service: _____

_____

_____

(14) Meals-on-wheels: _____

_____

_____

(15) Wheels-to-meals: _____

_____

_____

(16) Senior citizens centre: _____

_____

_____

(17) Seniors day care: _____

_____

_____

(18) Alzheimer's community service: _____

_____

_____

(19) Seniors program in a community centre: _____

_____

_____

17 (20) In-home respite or family relief service: _____

_____

_____

(21) Friendly visiting service: _____

_____

_____

(22) Telephone outreach or check-up service: _____

_____

_____

(23) Widow support group: _____

_____

_____

(24) Seniors service club: _____

_____

_____

(25) Volunteer or self-help service: _____

_____

_____

(26) Home delivery service: _____

_____

_____

17 (27) Education and recreation service: _____

_____

_____

(28) Other (*please specify*): _____

_____

_____

(29) Other (*please specify*): _____

_____

_____

18 What days of the week and hours are the services that you provide available to seniors? Please enter the reference numbers of the types of services that you checked in question 3d in the area provided within the parentheses at the head of the columns in the chart below. Then, for each type of service that you enter, indicate the hours and days the service is available. If you provide two or more services during the same hours and days, you may group these in one of the columns. If you have different hours for more than the types of services you can group in the four columns, photocopy this page and complete the information on the additional page.

	TYPES OF SERVICES					
Enter reference numbers here ➪	( )	( )	( )	( )	( )	( )
	hours	hours	hours	hours	hours	hours
MONDAY						
TUESDAY						
WEDNESDAY						
THURSDAY						
FRIDAY						
SATURDAY						
SUNDAY						
	frequency	frequency	frequency	frequency	frequency	frequency
If service is provided less than once a week (e.g., every other week) please indicate ➪ frequency here						

Other relevant information: _____

_____

_____

19 Describe any special eligibility criteria that apply to the community support services provided by your agency or organization. These would include any provisions relating to the age, marital status, religion, ethno-cultural background, health status, level of income, or geographic area of residence of the client group to be served. Please enter the reference numbers of the types of services that you checked in question 3d in the areas provided within the parentheses as applicable.

(a) There are no special eligibility criteria for types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

(b) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

(c) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

19 (d) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

(e) The following eligibility criteria apply to types ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( )

_____

_____

_____

_____

20 Have there been any changes during the past three years in:

a) The number of seniors that can be served?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

b) The number of seniors being served?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

20 c) The types of clients being served?

____ (1) no

____ (2) yes *If yes, describe these changes* _____

_____

_____

21 a) Do you have any plans to reduce or increase the amount of community support service that you provide?

_____ (1) no changes planned

_____ (2) plan to reduce the amount of services

_____ (3) plan to increase the amount of services

b) Briefly describe any planned reductions or increases

_____

_____

_____

ALL AGENCIES AND ORGANIZATIONS SHOULD ANSWER QUESTIONS 22 THROUGH 25

22 In providing your services have you encountered any problems in:

a) responding to special needs of clients (e.g., diet, language, culture)?

___ (1) no
___ (2) yes *If yes, describe:* _____

_____

_____

b) staffing (e.g., obtaining staff or volunteers, lack of necessary training)?

___ (1) no
___ (2) yes *If yes, describe:* _____

_____

_____

c) obtaining funding?

___ (1) no
___ (2) yes *If yes, describe:* _____

_____

_____

d) transportation?

___ (1) no
___ (2) yes *If yes, describe:* _____

_____

_____

22 e) obtaining community support?

____ (1) no
____ (2) yes *If yes, describe:* _____

_____

_____

f) other?

____ (1) no
____ (2) yes *If yes, describe:* _____

_____

_____

23 Does your agency or organization cooperate with other groups, agencies or organizations that also provide services for older people in your area?

____ (1) no
____ (2) yes *If yes, describe:* _____

_____

_____

24 What suggestions do you have for:

a) improving existing services? _____

_____

_____

b) developing new services? _____

_____

_____

24 c) improving existing accommodation or facilities? _____

_____

_____

d) developing new accommodation or facilities? _____

_____

_____

24 One result of this survey may be the development of a directory of accommodation, facilities and services currently available to seniors in our community. Please indicate below whether or not your agency or organization grants permission for your responses to questions 1, 4, 8, 12, 13, 17 and 18 (as applicable) to be published in such a directory.

_____ (a) Permission is granted

_____ (b) Permission is NOT granted

_____

Signature of Authorized Person

Date: _____

THANK YOU FOR YOUR COOPERATION IN FILLING OUT THIS QUESTIONNAIRE

PART C6

THE TALLY BOOKLET FOR THE S2 SENIORS SURVEY

TALLY BOOKLET FOR THE S2 SENIORS SURVEY

BOOKLET NO._____

This booklet contains 29 tally sheets. It will accommodate the responses of 10 Seniors Survey questionnaires.

To estimate the number of booklets you require, divide the number of Seniors Survey questionnaires you collected by 10. Use one additional booklet to record the overall totals for each question.

Instructions for using this booklet are in Part B (see pages 63 - 67).

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
0	Postal Code											
1	1) Town											
	2) Rural Area < 10 km											
	3) Rural Area > 10 km											
2	No. of Years											
	1) < one year or no response											
	2) 1 – 5 Yrs.											
	3) 6 – 10 Yrs.											
	4) 11 – 15 Yrs.											
	5) > 15 Yrs.											
3a	1) Surround. Town											
	2) In Region											
	3) In Province											
	4) Elsewhere — Can.											
	5) Other											
3b	1) Employment											
	2) Spouse Here											
	3) Family/Friends											
	4) Climate											
	5) Health Care											
	6) Recreation											
	7) Better Housing											
	8) Living Costs											
	9) Other											
4	1) Detached House											
	2) Semi/Townhse.											
	3) Suite in House											
	4) Apartment Bldg.											
	5) Mobile Home											
	6) Other											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
5	1) 1 Floor											
	2) 2 Floors											
	3) 3 Floors											
	4) 4 Floors											
	5) 5 or more Floors											
6a	1) Floor 1											
	2) Floor 2											
	3) Floor 3											
	4) Floor 4											
	5) Floor 5 or Higher											
6b	Elevator — Yes											
	Elevator — No											
6c	1) Seniors Only											
	2) Mostly Seniors											
	3) Adults											
	4) All Ages											
7	1) Before 1946											
	2) 1946 – 1970											
	3) 1961 – 1970											
	4) 1971 – 1980											
	5) 1981 – 1990											
	6) 1991 or later											
8	Years in this Home 1) < 1 Year											
	2) 1 – 5 Yrs											
	3) 6 – 10 Yrs											
	4) 11 – 15 Yrs											
	5) > 15 Yrs											
9a	Year Round — Yes											
	Year Round — No											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
9b	Months in Home 1) < 3											
	2) 3 – 6											
	3) 7 – 9											
	4) 10 – 12											
9c	1) Elsewhere — Prov.											
	2) Elsewhere — Can.											
	3) Outside Canada											
10a	1) Number of Bedrooms*											*
	2) Bedsitting Room											
10b	Number of Persons											
11	1) Own Property											
	2) Lease Land											
	3) Own Condo, Strata											
	4) Family Owns											
	5) Shares in Co-op.											
	6) Rent											
	7) Other											
12	Value of Home 1) < $50 K											
	2) $50 – 99,999											
	3) $100 – 149,999											
	4) $150 – 199,999											
	5) $200 – 249,999											
	6) $250,000 – 299,999											
	7) $300,000 – 349,999											
	8) $350,000 – 399,999											
	9) $400,000 – 449,999											
	10) $450,000 – 499,999											
	11) $500,000 – 549,999											
	12) $550,000 – 599,999											
	13) $600,000 or more											

* Total for this question = average value (see step eight of "How to Tally the Results of the S2 Seniors Survey" on page 63 in Part B).

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
13a	Owner — Prop. Tax*											*
13b	Owner — Maintenance*											*
13c	Owner — Utilities*											*
13d	Owner — Mortgage*											*
13e	Owner — Condo Fees*											*
13f	1) Difficulty — Yes											
	2) Difficulty — No											
14a	Rent or Co-op cost*											*
14b	Utilities*											*
14c	1) Difficulty — Yes											
	2) Difficulty — No											
14d	Rent geared to income — Yes											
	Rent geared to income — No											
14e	a1) Subsidized — Yes											
	a2) Subsidized — No											
	b1) Aware — Yes											
	b2) Aware — No											
15a	1) Prob. with Stairs											
15b	1) Prob. with Kitchen											
15c	1) Prob. with Bathrooms											
15d	1) Prob. with Bedrooms											
15e	1) Prob. with Storage											
15f	1) Prob. with Windows											
15g	1) Prob. with Entrance											
15h	1) Other problems											
16	1) No Repairs											
	2) Yes — Minor Reps.											
	3) Yes — Major Reps.											
17a	1) HmShare. — Heard											
	2) HmShare. — Not Hrd.											

* Total for this question = average value (see step eight of "How to Tally the Results of the S2 Seniors Survey" on page 63 in Part B).

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
17b	1) HmShare. — Yes											
	2) HmShare. — Maybe											
	3) HmShare. — No											
18	1) Suite — Yes											
	2) Suite — Maybe											
	3) Suite — No											
19a	1) Rev. Mort. — Heard											
	2) Rev. Mort — Not Heard											
19b	1) Rev. Mort. — Yes											
	2) Rev. Mort. — Maybe											
	3) Rev. Mort. — No											
20	1) Life-Hold — Yes											
	2) Life-Hold — Maybe											
	3) Life-Hold — No											
21	1) Defer Tax — Yes											
	2) Defer Tax — Maybe											
	3) Defer Tax — No											
22a	1) Modified — Yes											
	2) Modified — No											
22b	1) Grab Bars											
	2) Bathtub — Shower											
	3) Stair Railings											
	4) Ramp — Stairlift											
	5) Relocate Rooms											
	6) Kitchen											
	7) Other											
23a	1) Modify, Cons. — Yes											
	2) Modify, Cons. — No											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
23b	1) Grab Bars											
	2) Bathtub — Shower											
	3) Stair Railings											
	4) Ramp — Stairlift											
	5) Relocate Rooms											
	6) Bath. On Main Floor											
	7) Other											
24a	1) Assistance Received — Yes											
	2) Assistance Received — No											
24b	1) Assistance — Aware											
	2) Assistance — Not Aware											
25	1) Smaller Hs. — Yes											
	2) Smaller Hs. — Maybe											
	3) Smaller Hs. — No											
26	1) Co-op. — Yes											
	2) Co-op — Maybe											
	3) Co-op. — No											
27	1) Sp. Retire Hs. — Yes											
	2) Sp. Retire Hs. — Maybe											
	3) Sp. Retire Hs. — No											
28	1) Sheltered — Yes											
	2) Sheltered — Maybe											
	3) Sheltered — No											
29	1) Congreg. — Yes											
	2) Congreg. — Maybe											
	3) Congreg. — No											
30a	1) Housekpr. — Yes											
	2) Housekpr. — Maybe											
	3) Housekpr. — No											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
30b	1) Abbfld. — Yes											
	2) Abbfld. — Maybe											
	3) Abbfld. — No											
31	1) Garden Ste. — Yes											
	2) Garden Ste. — Maybe											
	3) Garden Ste. — No											
32	1) Mobile Hm. — Yes											
	2) Mobile Hm. — Maybe											
	3) Mobile Hm. — No											
33	1) Seniors Only											
	2) Adults & Seniors											
	3) All Ages											
34a	1) Reg. Driver — Yes											
	2) Reg. Driver — No											
34b	1) You Drive — Yes											
	2) You Drive — No											
34c	1) Problems — Yes											
	2) Problems — No											
35a	1) Spouse Driv. — Yes											
	2) Spouse Driv.— No											
35b	1) Sp. Problem — Yes											
	2) Sp. Problem — No											
36a	Doctor 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
36b	Post Office 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											
36c	Drugstore 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											
36d	Grocery Store 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											
36e	Seniors Centre 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											
36f	Bank 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											
36g	Church 1) Only											
	2) Mostly											
	3) Elsewh.											
	4) Never											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
37a	In good weather, how do you get to the following places?											
	a) Doctor											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	b) Post Office											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	c) Drug Store											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											

Q# RESPONSE **QUESTIONNAIRE NUMBER**

		1	2	3	4	5	6	7	8	9	0	TOTAL
37a	d) Grocery Store											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	e) Seniors Centre											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	f) Bank											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
37a	g) Church											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
37b	In bad weather, how do you get to the following places?											
	a) Doctor											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	b) Post Office											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											

Q# **RESPONSE** **QUESTIONNAIRE NUMBER**

		1	2	3	4	5	6	7	8	9	0	TOTAL
37b	c) Drug Store											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	d) Grocery Store											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	e) Seniors Centre											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
37b	f) Bank											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
	g) Church											
	1) Walk											
	2) Drive myself											
	3) Spouse drives											
	4) Others drive											
	5) Taxi											
	6) Regular Bus											
	7) Seniors/Handicapped bus											
38a	1) Difficulty — Very Often											
	2) Fairly Often											
	3) Occasionally											
	4) Never											
38b	1) Can't Afford											
	2) Don't Know Who											
	3) Don't Like to Ask											
	4) Need Assistance — In/Out											
	5) No Regular Drivers											
	6) Other											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
39	1) Bus — Weekends											
	2) Bus — Larger Centre											
	3) Bus — Around Town											
	4) Door-to-Door											
	5) More Frequent											
	6) Other											
40a	Prob. — Seeing 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40b	Prob. — Hearing 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40c	Prob. — Stairs 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40d	In/Out — Bed 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40e	On/Off — Toilet 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
40f	Prob. — Bath 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40g	Prob. — Chores 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40h	Move Inside 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
40i	Outside 1) No											
	2) Minor											
	3) Fairly Serious											
	4) Very Serious											
41a	Shopping Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41b	Cooking Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											
41c	Meals Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41d	Cleaning Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											
41e	Laundry Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41f	Errands Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											
41g	Bath Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41h	Visit Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											
41i	Repairs Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41j	Yardwork Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											
41k	Snow Removal Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41l	Care Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											
41m	Someone Drive Receiving Help — Yes											
	1) Who Helps — my Family											
	Who Helps — Friend/Nghbr											
	Who Helps — an Agency											
	Who Helps — Someone else											
	2) Do You Pay — Yes											
	Do You Pay — No											
	Receiving Help — No*											*
	1) Need Help — Yes											
	Need Help — No**											**
	2) If Yes, Would Pay — Yes											
	If Yes, Would Pay — Maybe											
	If Yes, Would Pay — No											

* Enter the total number of responses for this question in column 1 of the N3 Community Needs Identifier

** Enter the total number of responses for this question in column 2 of the N3 Community Needs Identifier

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
41n	a) ERS 1) Have — Yes											
	2) Have — No											
	b) 1) If No, Would Use — Yes											
	2) Would Use — Maybe											
	3) Would Use — No											
41o	a) Snr. Ctr. 1) Attend — Yes											
	2) Attend — No											
	b) 1) Would Attend — Yes											
	2) Would Attend — No											
41p	a) Care Ctr. 1) Attend — Yes											
	2) Attend — No											
	b) 1) Would Attend — Yes											
	2) Would Attend — No											
43	1) Plan Move — Yes											
	2) Plan Move — No											
44	1) Within 1 Year											
	2) 1–2 Years											
	3) 3–5 Years											
	4) 6–9 Years											
	5) 10+ Years											
45	1) Physical Diff.											
	2) Home Too Large											
	3) Design Barriers											
	4) Health											
	5) Spouse's Death											
	6) Health Services											
	7) Recreation											
	8) Cost of Living											
	9) Isolated											
	10) Transportation											
	11) Other											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
46	1) Same Town											
	2) Surround. Town											
	3) In Region											
	4) In Province											
	5) Elsewh. — Canada											
	6) Other											
47	1) Family — Friends											
	2) Climate											
	3) Health Care											
	4) Recreation											
	5) Better Housing											
	6) Cost of Living											
	7) Access Shops											
	8) Transportation											
	9) Other											
48	1) Detached House											
	2) Semi-D., Dplx. Twnhse.											
	3) Apartment											
	4) Mobile Home											
	5) Seniors' Housing											
	6) Care Home											
	7) Chronic Hosp.											
	8) Other											
49a	1) Remain in Town											
	2) Remain in Area											
	3) Remain in Prov.											
	4) Move Elsewh. In Can.											
	5) Other											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
49b	1) Family — Friends											
	2) Familiar Area											
	3) Service — Facilit.											
	4) Other											
49c	1) Centre of Town											
	2) Residential											
	3) Countryside											
	4) Other											
51	1) Male											
	2) Female											
52	1) Married											
	2) Separated or Divorced											
	3) Widowed											
	4) Never Married											
53a	Respondent's Age 1) 50 – 54											
	2) 55 – 59											
	3) 60 – 64											
	4) 65 – 69											
	5) 70 – 74											
	6) 75 – 79											
	7) 80 – 84											
	8) 85 or Over											
53b	Spouse's Age 1) 50 – 54											
	2) 55 – 59											
	3) 60 – 64											
	4) 65 – 69											
	5) 70 – 74											
	6) 75 – 79											
	7) 80 – 84											
	8) 85 or Over											

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
54	1) Live Alone											
	2) Spouse											
	3) Children											
	4) Brothers/Sisters											
	5) Parents											
	6) Friends											
	7) Landlord											
	8) Tenant											
	9) Housekeeper											
	10) Other											
55	1) Under 5 — Male											
	— Female											
	2) 5–17 Years Old — Male											
	— Female											
	3) 18 and Over — Single Male											
	— Single Female											
	— Male forming a couple											
	— Female forming a couple											
55a	Crowding**											**
56	1) No Paid Work											
	2) Part-Time Work											
	3) Full-Time Work											

** See "step seven – Instructions for Specific Questions" on page 64, in Part B

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
57	1) Housewife											
	2) Professional											
	3) Managerial											
	4) Clerical											
	5) Sales											
	6) Service — Personal											
	7) Service — Protection											
	8) Skilled — White											
	9) Skilled — Blue											
	10) Semi/Unskilled											
	11) Primary Sector											
58	1) No Formal Educ.											
	2) Elementary											
	3) Some High Sch.											
	4) High Sch. Grad.											
	5) Technical Sch.											
	6) Some Coll. — Univ.											
	7) Univer. Degree											
59	My Health 1) Excellent											
	2) Good											
	3) Fair											
	4) Poor											
	5) Very Poor											
60	Spouse 1) Excellent											
	2) Good											
	3) Fair											
	4) Poor											
	5) Very Poor											

Q#	RESPONSE		QUESTIONNAIRE NUMBER										
			1	2	3	4	5	6	7	8	9	0	TOTAL
61a	OAP	1) I receive											
		2) my spouse											
61b	GIS	1) I receive											
		2) my spouse											
61c	CPP — QPP	1) I receive											
		2) my spouse											
61d	Other Gov.	1) I receive											
		2) my spouse											
61e	Superann.	1) I receive											
		2) my spouse											
61f	Wages	1) I receive											
		2) my spouse											
61g	Savings	1) I receive											
		2) my spouse											
61h	EI, Welfare	1) I receive											
		2) my spouse											
61i	Other	1) I receive											
		2) my spouse											
62	1) Less than $11,000												
	2) $11,000 – 14,999												
	3) $15,000 – 19,999												
	4) $20,000 – 24,999												
	5) $25,000 – 29,999												
	6) $30,000 – 39,999												
	7) $40,000 – 49,999												
	8) $50,000 – 59,999												
	9) $60,000 – 69,999												
	10) $70,000 or more												

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
63	1) Less than 30%											
	2) 30 – 39%											
	3) 40% or more											
64a)	1) Sr. Apt. — Yes											
	2) Sr. Apt. — Maybe											
	3) Sr. Apt. — No											
64b	Shelter Allowance											
	1) Shlt. Allwnc. — Yes											
	2) Shlt. Allwnc. — Maybe											
	3) Shlt. Allwnc. — No											

AFFORDABILITY

For seniors who spend more than 30% of their income on housing (i.e., if (2) or (3) is checked for question 63), **complete the following.** (See Step 7 "Instructions for Specific Questions," page 64, PartB, and Question 63 on page 66.)

Q#	RESPONSE	QUESTIONNAIRE NUMBER										
		1	2	3	4	5	6	7	8	9	0	TOTAL
11	1) Own Property											
	2) Lease Land											
	3) Own Condo. — Strata											
	4) Family Owns											
	5) Shares in Co-op											
	6) Rent											
	7) Other											
53a	Respondent's Age 1) 50 – 54											
	2) 55 – 59											
	3) 60 – 64											
	4) 65 – 69											
	5) 70 – 74											
	6) 75 – 79											
	7) 80 – 84											
	8) 85 or Over											
54	1) Live Alone											
	2) Spouse											
	3) Children											
	4) Brothers/Sisters											
	5) Parents											
	6) Friends											
	7) Landlord											
	8) Tenant											
	9) Housekeeper											
	10) Other											
	If the senior lives alone (i.e., if (1) is checked for question 54), **complete the following.**											
55	1) Male											
	2) Female											

PART C7

SURVEY PROFILES:
P1 Population, Housing and Transportation Profile
P2 Senior Citizens Profile
P3 Support Services Profile

POPULATION, HOUSING AND TRANSPORTATION PROFILE FOR

P1

_____

A POPULATION AGING TRENDS (1986–2001)

From: The population data files in SENIORS, the CMHC computer program companion to this guide. (Alternatively, you can request these data from Statistics Canada.)

Census Year	Seniors Age Groups							
	55-59	60-64	65-69	70-74	75-79	80-84	85+	Total 65+
1986								
1991								
1996								
2001 (estimate)								

B HOUSING STOCK LEVEL FOR_____, 19_____

From: Community Survey Worksheet 3

	Subsidized Housing			Private Housing		
	B	1BR	2BR	B	1BR	2BR
1 No. Existing Units						
2 No. Under Construction						
3 No. Total Units (1 + 2)						
4 No. Vacant Units						
5 No. on Waiting List						
6 Avg. Monthly Rent/Fee						

C TRANSPORTATION SERVICES FOR_____, 19_____

From: Community Survey Worksheet 4

Available		*Service Frequency*
_____	**1** Regular Bus (Around Town)	_____
_____	**2** Regional Bus	_____
_____	**3** Taxi	_____
_____	**4** Seniors'/Handicapped Bus	_____
_____	**5** Volunteer Drivers	_____
_____	**6** Other	_____

SENIOR CITIZENS PROFILE FOR _____ P2

Number of Respondents _____

CHARACTERISTICS OF SENIORS RESPONDING FOR 19 ____

Tally Sheet Q#			
	The People:		
53a	Age:	65-74 _____	75 and Over _____
51	Sex:	Male _____	Female _____
52, 54	Status	Married _____	Living Alone _____
2	Average Years in Community:	_____	
59	Health:	Good/Excellent _____	Poor/Very Poor _____
62	Household Income Below $11,0000 (19____)		
	Their Housing:		
4	Type:	House _____	Apartment _____
		Semi/Townhouse _____	Suite in House _____
		Mobile Home _____	Other _____
11		Owners _____	Renters _____
12	Typical Value of Home		$ _____
13a-e	Average Yearly Housing Costs for:		Owners $ _____
14a, 14b			Renters $ _____
7	Houses Built Before 1946		_____
	Difficulties They Have:		
13f, 14c	Meeting Housing Costs:	Owners _____	
		Renters _____	
38a	Very/Fairly Often Getting Transportation	_____	
40	Very/Fairly Serious Problem		
	With Activities of Daily Living:	a) Seeing _____	
		b) Hearing _____	
		c) Going Upstairs _____	
		g) Doing Chores _____	
		i) Getting Around Outside _____	

SUPPORT SERVICES PROFILE FOR P3

_____

AVAILABILITY AND USE OF FACILITIES AND SERVICES FOR SENIORS FOR 19 _____

Type of Facility or Service	(1) Total Existing Capacity	*minus* (2) Current Level of Use	= (3) Currently Unused Capacity	(4) Waiting List
From all S3 Survey Questionnaires				
3a **Special accommodation** (no. of seniors)				
1) Retirement residences				
2) Homes for the aged				
3) Manors				
4) Lodges				
5) Satellite homes				
6) Respite homes				
7) Homesharing match-up				
8) Other (specify)				
9) Other (specify)				
3b **Health care facilities** (no. of beds)				
1) Nursing home, personal, intermediate or extended community care facility				
2) Hospital-based extended care unit or chronic care hospital				
3) Geriatric hospitals or units				
4) Palliative care unit or hospice				
5) Special care unit or stroke club				
6) Alzheimer's facilities				
7) Other (specify)				
8) Other (specify)				

AVAILABILITY AND USE OF FACILITIES AND SERVICES FOR SENIORS FOR 19_____(cont'd)

Type of Facility or Service	(1) Total Existing Capacity	*minus* (2) Current Level of Use	= (3) Currently Unused Capacity	(4) Waiting List
From all S3 Survey Questionnaires				
3c **Health care services** (no. of clients)				
1) Health promotion and fitness				
2) Dietetic or nutrition services				
3) Geriatric services				
4) Case management				
5) Home-care nursing				
6) Adult day care				
7) Occupational therapy and physiotherapy				
8) Foot care clinic				
2) Other (specify)				
3) Other (specify)				
3d **Community support services** (no. of clients)				
1) Information and referral				
2) Seniors counselling service				
3) Emergency response service				
4) Security and protection service				
5) Special transportation or seniors bus				
6) Volunteer driver service				
7) Handyman service				
8) Home maintenance service				
9) Consulting service on home repairs and renovations				

AVAILABILITY AND USE OF FACILITIES AND SERVICES FOR SENIORS FOR 19_____(cont'd)

	Type of Facility or Service	(1) Total Existing Capacity	*minus* (2) Current Level of Use	= (3) Currently Unused Capacity	(4) Waiting List
	From all S3 Survey Questionnaires				
3d	10) Home adaptations service				
	11) Home repair service				
	12) Technical aids and equipment loans service				
	13) Homemaker service				
	14) Meals-on-wheels				
	15) Wheels-to meals				
	16) Senior citizens centre				
	17) Seniors day care				
	18) Alzheimer's community service				
	19) Seniors program in a community centre				
	20) In-home respite for family relief service				
	21) Friendly visiting service				
	22) Telephone out-reach or check-up service				
	23) Widows support group				
	24) Senior service club				
	25) Volunteer or self-help service				
	26) Home delivery service				
	27) Education and recreation service				
	28) Other (specify)				
	29) Other (specify)				

PART C8

COMMUNITY NEEDS IDENTIFIERS

N1 Current Housing Needs

N2 Future Housing Needs

COMMUNITY NEEDS IDENTIFIER FOR N1

_____

Number of Respondents _____

CURRENT HOUSING NEEDS FOR 19 __

_____ _____

Tally Sheet Q#			
	Crowding:		
55a	Number of Bedrooms in the Home Are Fewer than Number of Bedrooms Required by NOS		_____
	Housing Condition:		
16	(2) Housing Needing MINOR Repairs		_____
16	(3) Housing Needing MAJOR Repairs		_____
15	Housing with DESIGN PROBLEMS		_____
15a	Stairs	_____	
15b	Kitchen	_____	
15c	Bathroom	_____	
15d	Bedroom	_____	
15c	Storage spaces	_____	
15f	Windows	_____	
15g	Entrance	_____	
15h	Other	_____	
	Affordability: *		
63	(2) & (3) Households Spending 30% or More of Income on Housing		_____
11	(1), (2), (3) & (4) Owners	_____	
11	(5) & (6) Renters	_____	
53a	(4) Those Aged 65-69	_____	
53a	(5) Those Aged 70-74	_____	
53a	(6) Those Aged 75-79	_____	
53a	(7) Those Aged 80-84	_____	
53a	(8) Those Aged 85+	_____	
54	(1) Those Living Alone	_____	
51	(1) Number of Men	_____	
51	(2) Number of Women	_____	

* For affordability, refer to Tally Sheet 29 in Part C-6.

COMMUNITY NEEDS IDENTIFIER FOR N2

_____

Number of Respondents _____

FUTURE HOUSING NEEDS FOR 19 ____

Tally Sheet Q#			
	Mobility:		
43	(1) Number Planning to Move:		_____
44	(1) Within One Year	_____	
44	(1), (2) & (3) Within Five Years	_____	
46	Those Who Want to Move Prefer:	_____	
46	(1) Same Town	_____	
46	(2) Surrounding Town	_____	
46	(3) In Region	_____	
46	(4), (5) & (6) Elsewhere	_____	
48	Those Who Want to Move Prefer:	_____	
48	(1) Detached House	_____	
48	(3) Apartment	_____	
48	(5) Seniors Housing	_____	
48	(6) Nursing Home	_____	

Profile Number		
	Future Demand:	
P1	Waiting List for Subsidized Housing	_____
P1	Waiting List for Private Housing	_____
P1	Number New Seniors in 2001	_____

PART C9

COMMUNITY NEEDS IDENTIFIERS:
N3 Seniors' Current Support Service Needs
N4 Seniors' Current Transportation Needs

COMMUNITY NEEDS IDENTIFIER FOR N3

_____

Number of Respondents _____

SENIORS' CURRENT SUPPORT SERVICE NEEDS FOR 19 __

Tally Sheet Q#

		Support Services:	(1) Not Receiving Help	*minus*	(2) Not Receiving Help but Need no Help	=	(3) Unmet Need
41	a	Help with Grocery Shopping	_____		_____		_____
	b	Help with Cooking	_____		_____		_____
	c	Hot Meals Delivered	_____		_____		_____
	d	Help with Heavy Cleaning	_____		_____		_____
	e	Help with Laundry	_____		_____		_____
	f	Someone to Run Errands	_____		_____		_____
	g	Help Taking a Bath or Shower	_____		_____		_____
	h	Someone to Visit Regularly	_____		_____		_____
	i	Help with Repairs Around the House	_____		_____		_____
	j	Help with Yardwork	_____		_____		_____
	k	Help with Snow Removal	_____		_____		_____
	l	Home Nursing Care	_____		_____		_____
	m	Someone to Drive	_____		_____		_____
	n	Emergency Response System to Bring Help	_____		_____		_____
	o	A Seniors' Centre	_____		_____		_____
	p	An Adult Day-Care Centre to Access Services that are Not Available in a Seniors' Centre	_____		_____		_____

COMMUNITY NEEDS IDENTIFIER FOR N4

_____

Number of Respondents _____

SENIORS' CURRENT TRANSPORTATION NEEDS FOR 19___

Tally Sheet Q#

Transportation Dependency:

34a (2) Households with No Driver _____

Transportation Difficulty:

38a Difficulty Getting Around Very/Fairly Often _____

38b Reasons For Difficulty Getting Around:

(1) Can't Afford to Pay for Rides _____

(2) Don't Know Who to Ask for a Ride _____

(3) Don't Like Asking for a Ride _____

(4) Need Assistance Getting to Vehicle _____

(5) Regular Driver(s) not Available _____

(6) Other _____

Access to Non-Local Destinations:

36 Number of People Who Normally Go Outside Town for:

a Doctor _____

b Post Office _____

c Drug Store _____

d Grocery Store _____

e Seniors Centre _____

f Bank _____

g Church _____

PART C10

H1 HOUSING OPTIONS SELECTOR

Seniors' Preferences for Housing

HOUSING OPTIONS SELECTOR FOR H1

_____

Number of Respondents _____

SENIORS' PREFERENCES FOR HOUSING FOR 19 ___

_____

Tally Sheet Q#

1. Housing Options:

		Number who would Seriously Consider	*Maybe Consider*
17b	Homesharing	_____	_____
18	Adding Suite to House	_____	_____
19b	Reverse Mortgage	_____	_____
20	Life Hold Estate	_____	_____
21	Defer Property Taxes	_____	_____
23a	Modify House	_____	_____
25	Buy Smaller House	_____	_____
26	Live in Co-op Housing	_____	_____
27	Retirement Villages	_____	_____
28	Sheltered Housing	_____	_____
29	Congregate Housing	_____	_____
30a	Live-In Housekeeper	_____	_____
30b	Abbeyfield House	_____	_____
31	Garden Suite	_____	_____
32	Mobile Home	_____	_____
64a	Seniors Apartments	_____	_____
64b	Shelter Allowance	_____	_____

2. Age-Mix and Location Preferences:

Preferred Age-Mix:

33	(1) For Seniors Only	_____
33	(2) For Middle-Aged Adults and Seniors	_____
33	(3) For All Ages	_____
	If Necessary to Move:	_____
49a	(1) Prefer to Remain in This Town	_____
49c	(1) Prefer Housing in Centre of Town	_____

PART C11

PRESENTING FINDINGS

HOUSING AND SUPPORT NEEDS FOR SENIOR CITIZENS OF

_____

RESULTS OF SURVEY CONDUCTED IN

_____ ,19 _____

Project Coordinators(s)

_____

_____

_____

"The results of our survey provided a clear, comprehensive understanding of the needs of the seniors in our community. It is from these data that we have gained the focus and structure for our housing project."

Ann Chidwick,
Board Secretary
King City Seniors' Residence Corporation
King City, Ontario

"Seniors were actively involved in all aspects of the process, which is the major value of these tools. With the support of a coordinator, they implemented the survey in their communities, actively recruiting participants. The participants they recruited in Burnaby and New Westminster appreciated being consulted about their housing and service needs, and had a real sense of ownership in the results."

Val MacDonald,
Seniors Housing Information Program
Lower Mainland, British Columbia

"...This is a 'must' tool for all housing resource groups, non profits and consultants who wish to make a difference..."

Colin Grant
Director of Housing
Lutheran Sunset Home of Saskatoon
Saskatoon, Saskatchewan

"As a market researcher and housing consultant, I found the tools in this guide to be very useful in gathering detailed information from seniors regarding their housing needs and preferences. Its companion computer program, SENIORS, is easy to use and provides a wealth of useful information."

Lorraine Romank
President
SINTRA Marketing Research
Edmonton, Alberta